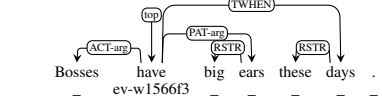
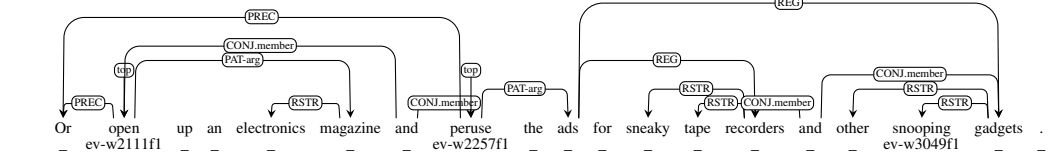


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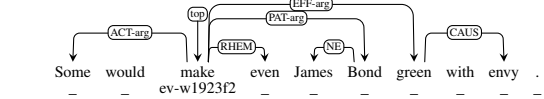
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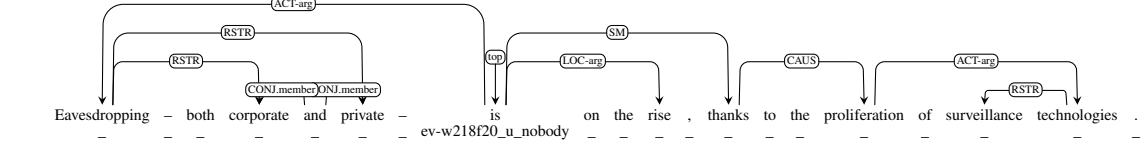
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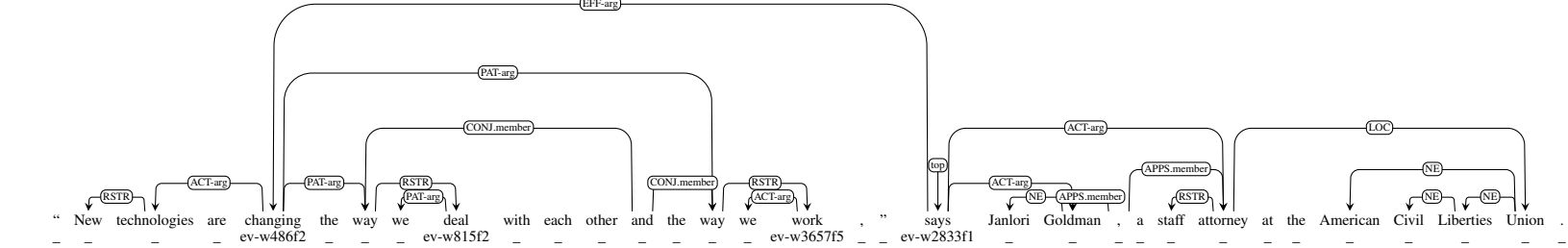
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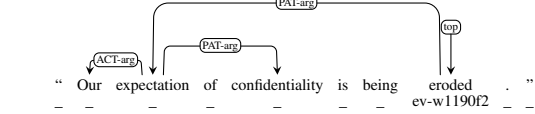
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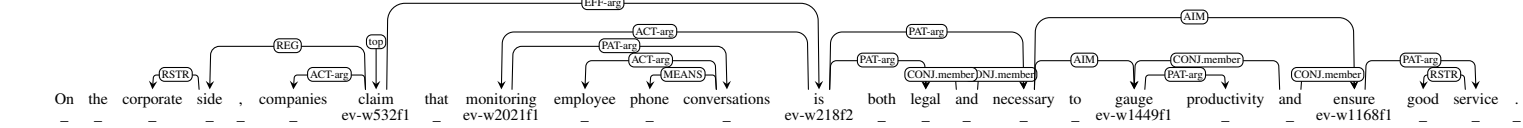
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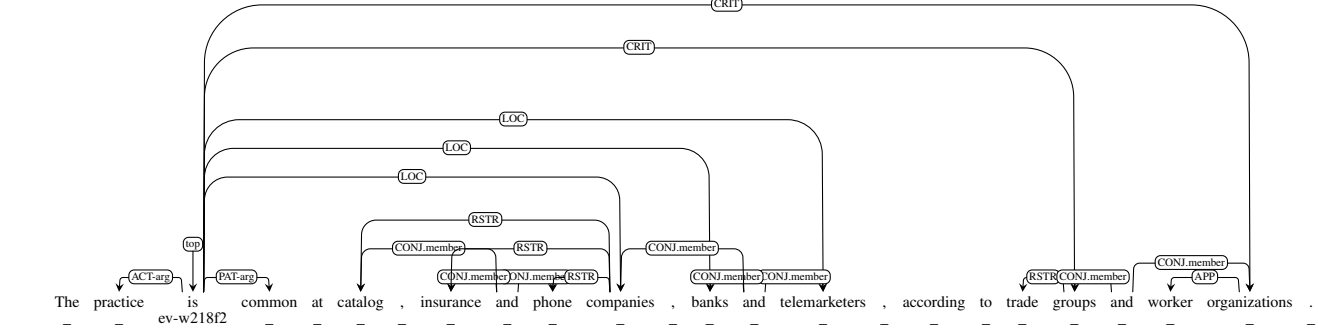
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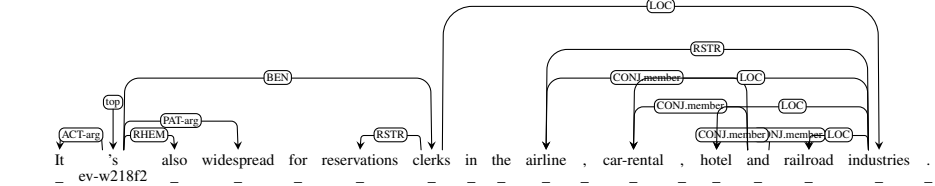
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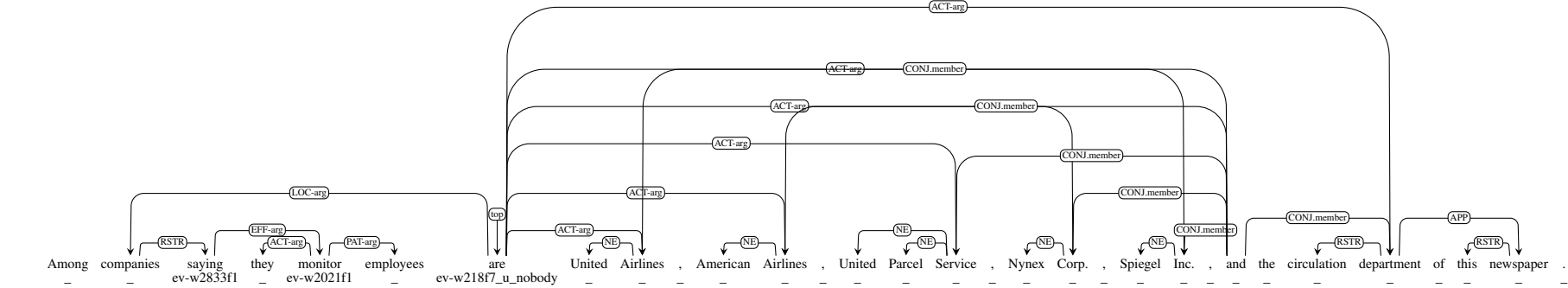
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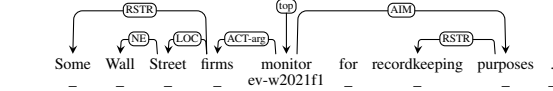
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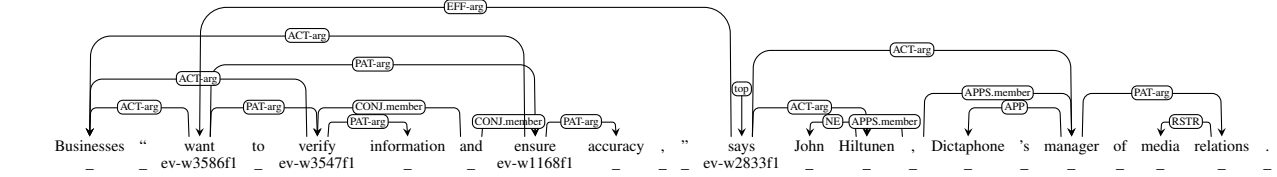
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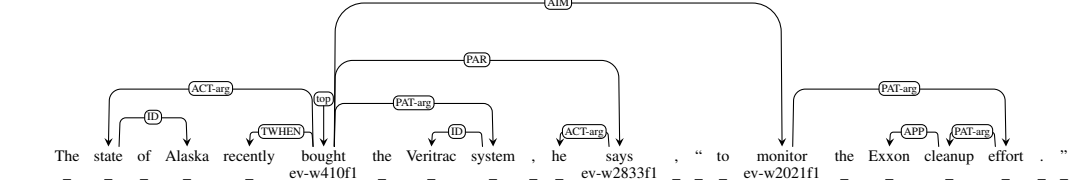
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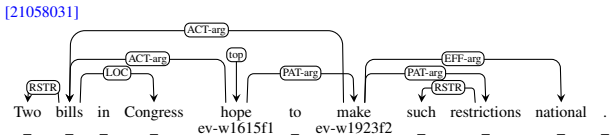
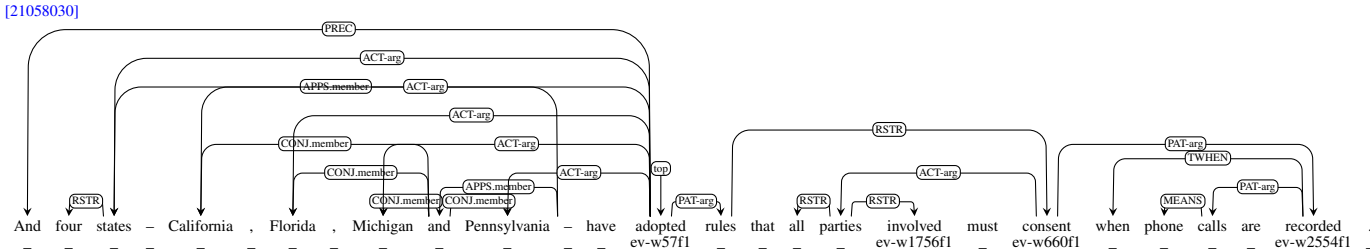
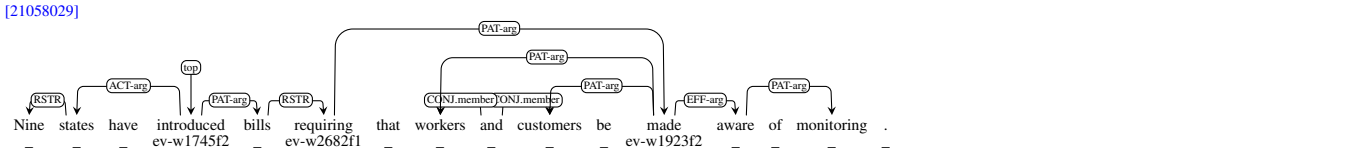
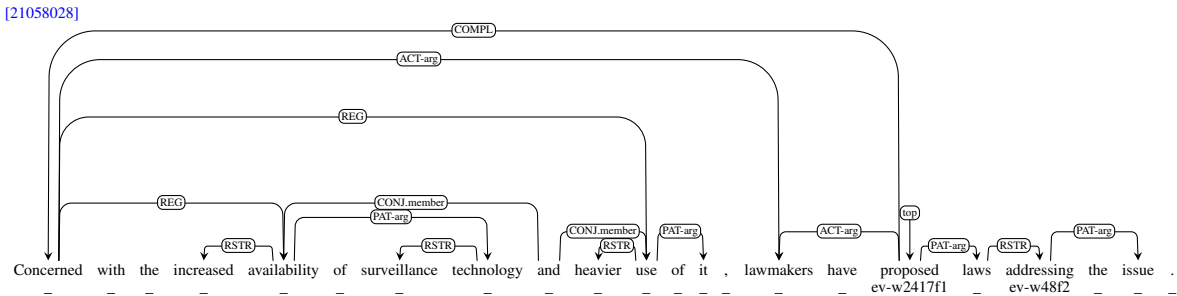
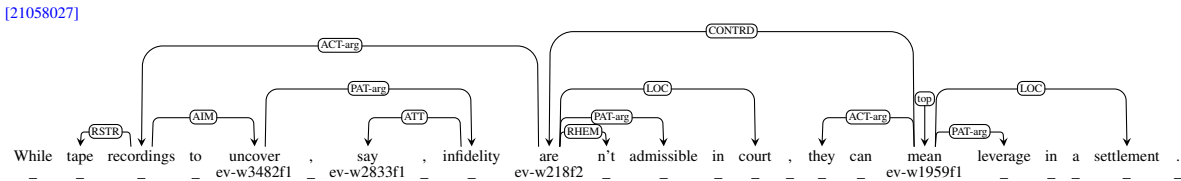
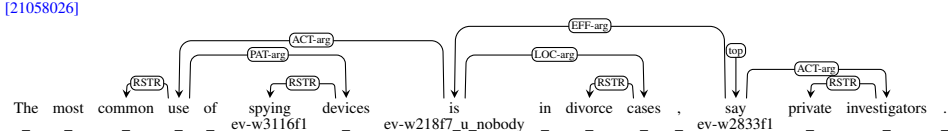
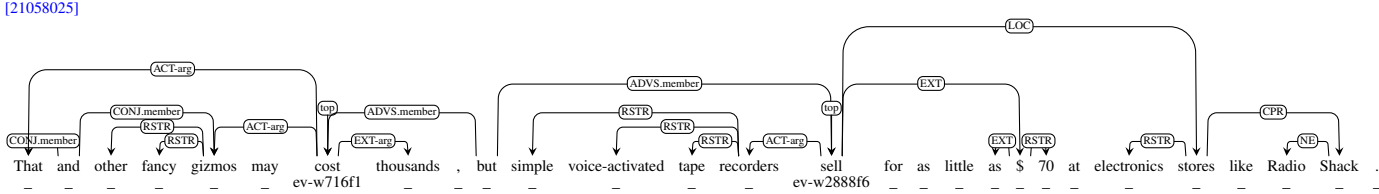
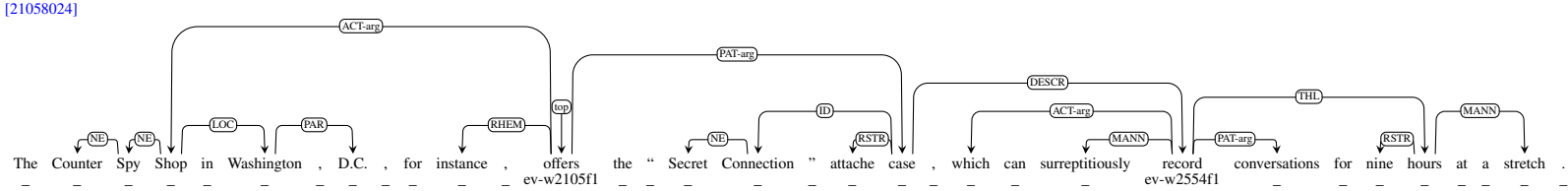
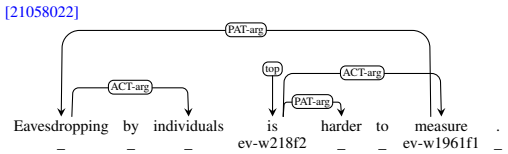
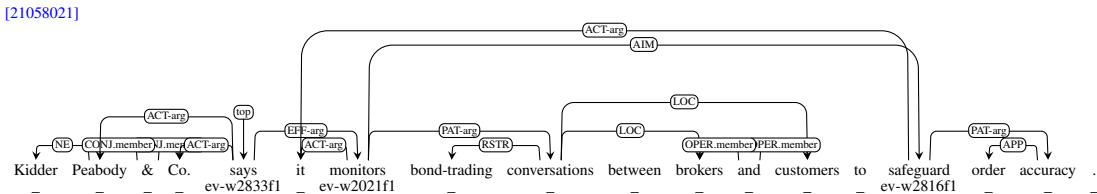
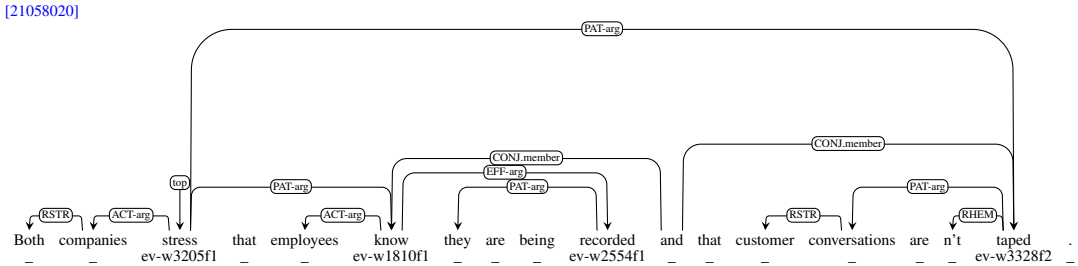
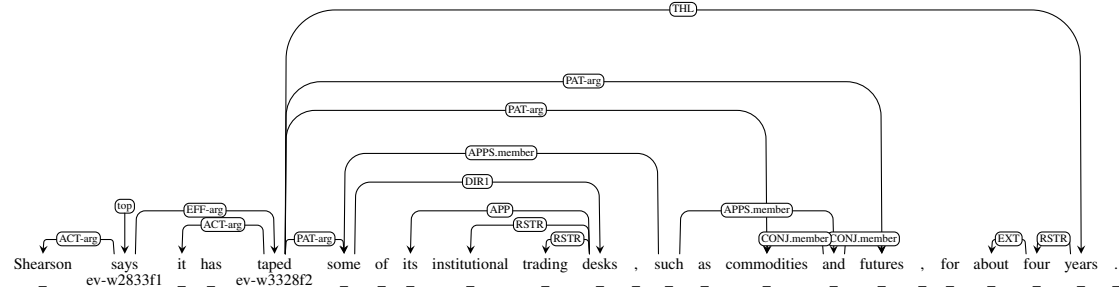
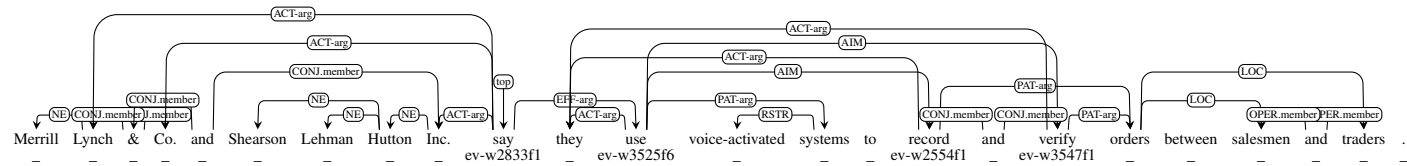
[21058016]



[21058017]



[21058018]



( The legislation is similar to a 1987 " beeper bill " that was defeated after heavy lobbying by the telemarketing industry . )  
ev-w218f2 ev-w841f1

[21058034]

Also last spring , Rep. Ron Dellums ( D. , Calif. ) , introduced a bill requiring universal two-party consent to any tapings in cases that do n't involve law enforcement .  
ev-w1745f2 ev-w2682f1 ev-w1246f1 ev-w1756f1

[21058035]

In addition , products such as voice-activated tape recorders would have to include beep tones and labels explaining federal laws on eavesdropping .  
ev-w1676f2 ev-w1246f1

[21058036]

The outlook on both federal bills is uncertain , especially remembering the 1987 defeat .  
ev-w218f2 ev-w2643f1

[21058037]

The ACLU and worker organizations back tighter laws , but employers and device manufacturers object .  
ev-w183f3 ev-w2091f1

[21058038]

" I 'm sympathetic with workers who feel under the gun . " says Richard Barton of the Direct Marketing Association of America , which is lobbying strenuously against the Edwards beeper bill .  
ev-w218f2 ev-w1298f2 ev-w2833f1 ev-w218f2 ev-w1878f1

[21058039]

" But the only way you can find out how your people are doing is by listening . "  
v-w77\_u\_nobodyf1\_u\_nobody ev-w1029f1 ev-w218f2 ev-w1878f1

[21058040]

The powerful group , which represents many of the nation 's telemarketers , was instrumental in derailing the 1987 bill .  
ev-w2674f1 ev-w218f2 ev-w889f1

[21058041]

Spiegel also opposes the beeper bill , saying the noise it requires would interfere with customer orders , causing irritation and even errors .  
ev-w2114f1 ev-w2833f1 ev-w2682f1 ev-w1731f1 ev-w467f1

[21058042]

Laura Dale , center manager at the catalog company 's customer order center in Reno , Nev. , defends monitoring .  
ev-w843f1

[21058043]

" We like to follow up and make sure operators are achieving our standards of company service . " says Ms. Dale , who supervises 350 operators .  
ev-w1867f1 ev-w1381f1 ev-w1923f10 ev-w35f1 ev-w2833f1 ev-w3259f1

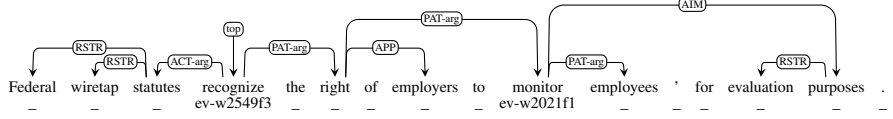
[21058044]

John Bonomo , a Nyntex spokesman , says the telephone company needs to monitor operators to evaluate performance during the first six months on the job .  
ev-w2833f1 ev-w2063f1 ev-w2021f1 ev-w1203f1

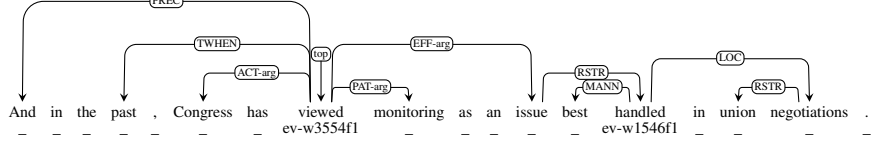
[21058045]

" Sometimes , " he says , " we 'll pull someone off the phones for more training . "  
ev-w2833f1 ev-w2433f10\_u\_nobody

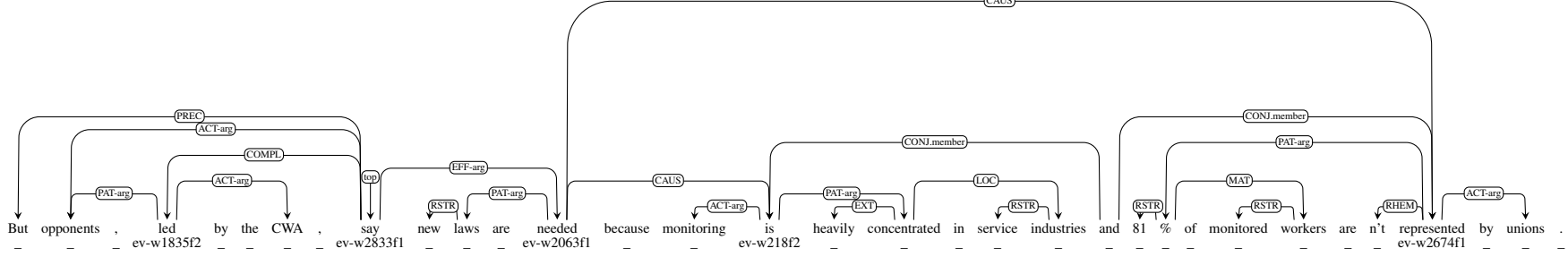
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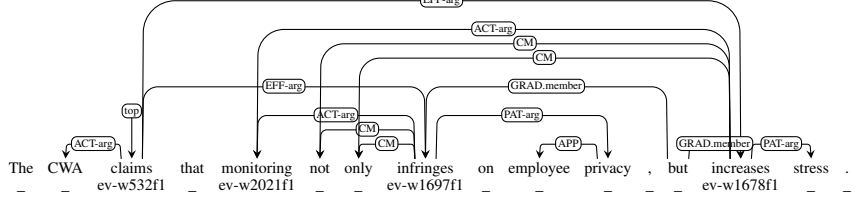
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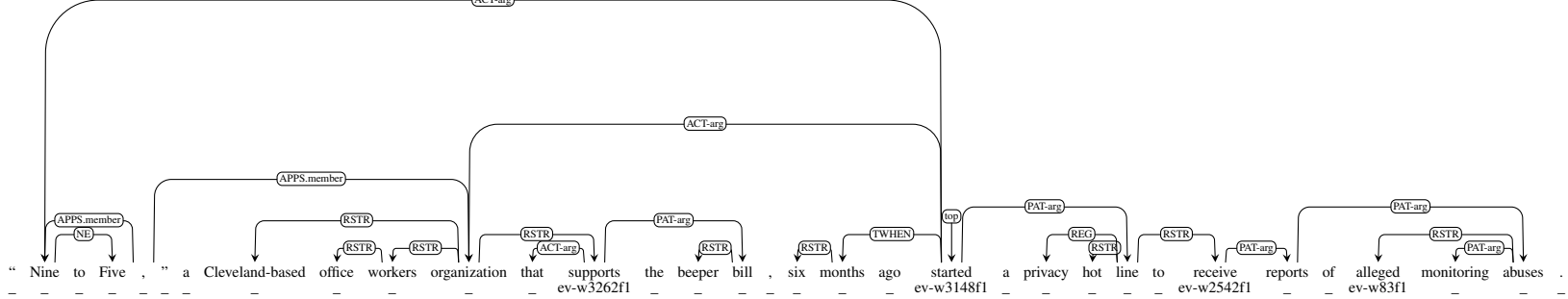
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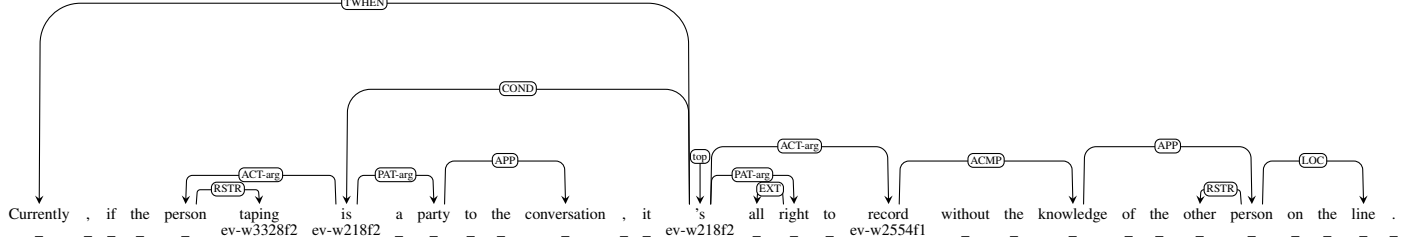
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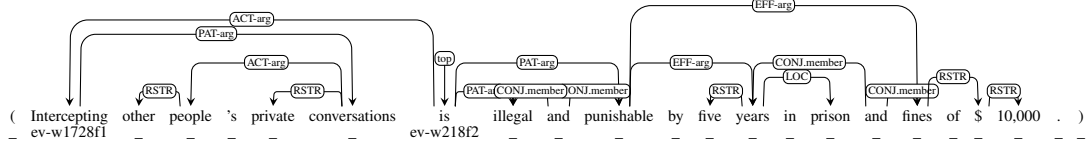
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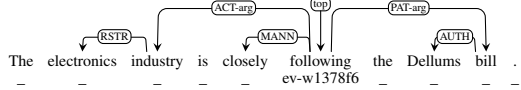
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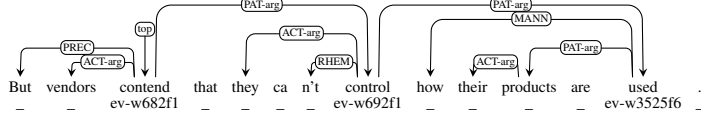
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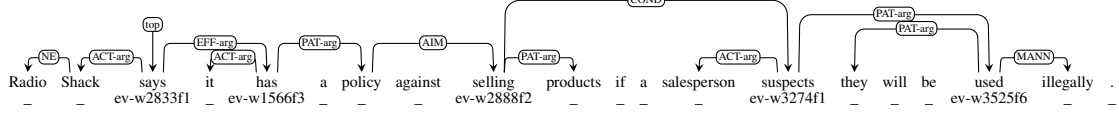
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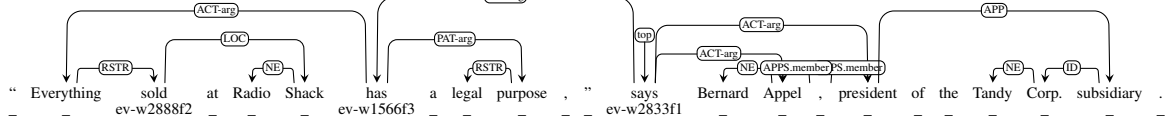
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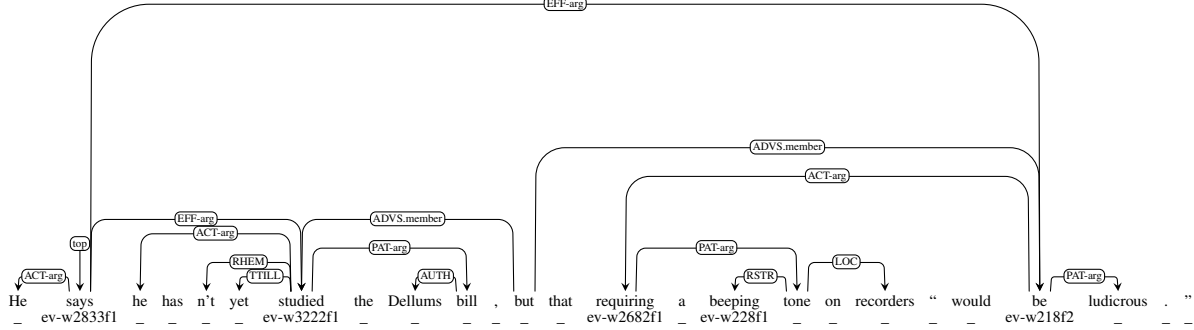
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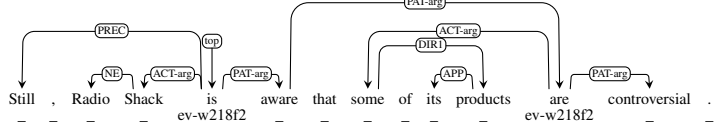
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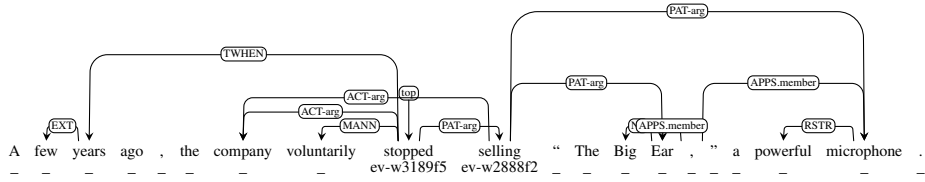
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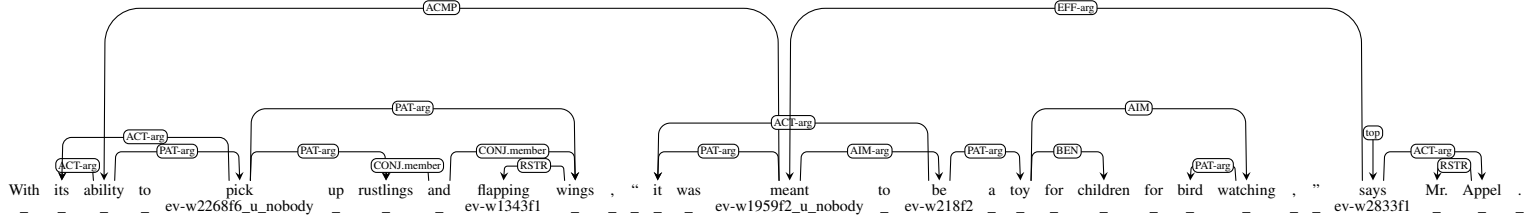
[21058060]



[21058061]



[21058062]



[21058063]

