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LB 743

called someone who did not want to be called, and I do not seek to be so burdensome in that way. And I also do not seek to put any Nebraska businesses at a competitive disadvantage to surrounding states or areas. And I think that we can advance LB 743 in a fashion that grants consumers some protection and still allows Nebraska businesses to function inside Nebraska and outside Nebraska. One of the biggest problems I think now, and advancing technology certainly presents itself in so many different forms, but that is automated calls. I don't believe that Nebraska consumers are protected, and I am an eye witness to this, or an ear witness I guess, the fact that I keep getting this call, for example, from a nonprofit company who must have the wrong list because I don't fit the customer profile they're looking for. They keep calling me, saying that they're a nonprofit entity, wanting to help me out. Now, I don't have the opportunity to tell a live person on the other end of the line that I don't want to get called by them again. In fact, there are no options, no buttons to push, and in fact I probably could call that 800 number and tell them that I don't want to be called again, however, that validates my phone number; that I own the phone number and I answered the call. Now they may not be able to call me ever again, but they can turn around and sell that number as a valid number and maybe look for another customer profile that I might fit. Hopefully, they're more accurate. And some of the practical considerations that I think we need to look at in this is related businesses, and I'll refer again to a personal example, and that is my health insurance carrier called me, even though I would probably subscribe to the list, I appreciated the fact when my health insurance carrier called me and gave me more options for my coverage so that I could reduce my monthly premium. That's good customer service. I do not want to stand in the way of good quality customer service. I also don't want to grant exemptions to every entity, and I don't think that we have to grant exemptions to every entity because we can fashion this debate around something that we can create some profiles. We can give consideration to the fact that my insurance carrier can call me because I'm an existing customer. We might need to tighten up some language there in terms of what is an existing customer, but that is the practical reality of the situation. As we discuss this issue this afternoon, I think there are some good ideas out there.