



LAMOPH March 2010 Department of Pennsylvania News Bulletin

Telemarketing Call Elimination Update 08:

The Federal Trade Commission (FTC), as required by The Do-Not-Call Registry Fee Extension Act of 2007, has approved two reports to Congress: a biennial report focusing on the use of the Do Not Call Registry by both consumers and businesses, as well as the impact that new technologies have had on the Registry, and a one-time report on enforcement efforts and consumers' perceptions of the Registry's effectiveness. As detailed in the first report, the Do Not Call Registry now has more than 191 million active registrations, and more than 18 million new phone numbers were registered in Fiscal Year (FY) 2009. During that time, approximately 45,000 sellers, telemarketers, and exempt organizations such as charities subscribed to access the Registry, paying fees totaling more than \$15.5 million. In addition, during FY 2009, the FTC implemented a new procedure for tracking disconnected and reassigned phone numbers, which addresses problems that may arise as a result of new telecommunications technologies and the ease of transporting numbers from one telephone service provider to another.

According to the second report, since 2003 when the Do Not Call Registry was put in place, research has consistently shown widespread public awareness of the program and a steady increase in the number of phone numbers registered. Together, the FTC and the Federal Communications Commission have collected penalties totaling over \$22 million from Registry violators, and due to these enforcement actions and the agencies' consumer education campaigns, consumers who have joined the Registry have reported dramatic reductions in the number of unwanted calls they receive. The FTC also has brought many enforcement actions against entities that have tried to circumvent the Registry's rules by falsely claiming to have an established business relationship with consumers. Finally, both the FTC and FCC have adopted regulations that generally prohibit "abandoning" telephone calls – that is, delivering a pre-recorded message instead of connecting a consumer to a live representative when a consumer answer the call. Since DEC 03, the FTC also has brought 18 enforcement actions against telemarketers for unlawfully using pre-recorded mass "robocalls." The Commission vote approving transmittal of the reports to Congress was 4-0. Both reports can be found on the FTC's Web site at www.ftc.gov/os/2010/01/100104dncbiennialreport.pdf .

To be added to the National Do not Call Registry go to www.donotcall.gov/register/reg.aspx, click the "Registry" tab, and complete the contact info requested. Check your email for a message from Register@donotcall.gov. Open the email and click on the link to complete your registration. To file a complaint go to <https://complaints.donotcall.gov/complaint/complaintcheck.aspx?panel=2> and provide the info requested. You may file a complaint if you received an unwanted call after your number was on the National Registry for 31 days. You may also file a complaint if you received a call that used a recorded message instead of a live person (whether or not your number was on the Registry).

Telemarketing Call Elimination Update 08: Continued...

Even if your number is registered, charities, political organizations, and telephone surveyors may continue to call you. Companies with which you do business may also continue to call, unless you have asked them to stop calling you. If you have asked them to stop calling, keep a record of the date you made the request and include that information in the comment section of any complaint you submit against that company. Refer to www.donotcall.gov/faq/faqbusiness.aspx for more information about the companies that may continue to call the numbers on the Registry.

[Source: www.ftc.gov/opa/2010/01/donotcall.shtm 4 Jan 2010 ++]

Microwaving Water!

A 26-year old man decided to have a cup of coffee. He took a cup of water and put it in the microwave to heat it up (something that he had done numerous times before). I am not sure how long he set the timer for, but he wanted to bring the water to a boil. When the timer shut the oven off, he removed the cup from the oven. As he looked into the cup, he noted that the water was not boiling, but suddenly the water in the cup 'blew up' into his face. The cup remained intact until he threw it out of his hand, but all the water had flown out into his face due to the buildup of energy. His whole face is blistered and he has 1st and 2nd degree burns to his face which may leave scarring.

He also may have lost partial sight in his left eye. While at the hospital, the doctor who was attending to him stated that this is a fairly common occurrence and water (alone) should never be heated in a microwave oven. If water is heated in this manner, something should be placed in the cup to diffuse the energy such as a wooden stir stick, tea bag, etc., (nothing metal).

General Electric's Response:

Thanks for contacting us, I will be happy to assist you. The e-mail that you received is correct. Micro-waved water and other liquids do not always bubble when they reach the boiling point. They can actually get superheated and not bubble at all. The superheated liquid will bubble up out of the cup when it is moved or when something like a spoon or tea bag is put into it.

To prevent this from happening and causing injury, do not heat any liquid for more than two minutes per cup. After heating, let the cup stand in the microwave for thirty seconds before moving it or adding anything into it.

Here is what our local science teacher had to say on the matter: 'Thanks for the microwave warning. I have seen this happen before. It is caused by a phenomenon known as super heating. It can occur anytime water is heated and will particularly occur if the vessel that the water is heated in is new, or when heating a small amount of water (less than half a cup).

What happens is that the water heats faster than the vapor bubbles can form. If the cup is very new then it is unlikely to have small surface scratches inside it that provide a place for the bubbles to form. As the bubbles cannot form and release some of the heat has built up, the liquid does not boil, and the liquid continues to heat up well past its boiling point.

Microwaving Water ! continued...

What then usually happens is that the liquid is bumped or jarred, which is just enough of a shock to cause the bubbles to rapidly form and expel the Hot-Liquid. The rapid formation of bubbles is also why a carbonated beverage spews when opened after having been shaken.'

If you pass this on you could very well save someone from a lot of pain and suffering.

An Important Reminder! Car Alarm Use. Message from MOPH PA Chief of Staff Harry (Dean) Clark.

What to take to bed with you, not a joke. It's a pretty neat idea. I never thought of it before.

Put your car keys beside your bed at night.

Tell your spouse, your children, your neighbors, your parents, your Dr's office and the check-out girl at the market, everyone you run across, that you put your car keys beside your bed at night.

If you hear a noise outside your home or someone trying to get in your house, just press the panic button for your car. The alarm will be set off, and the horn will continue to sound until either you turn it off or the car battery dies.

This tip came from a "Neighborhood Watch" coordinator. The next time you come home for the night and you start to put your keys away, think of this:

It's a security alarm system that you probably already have and requires no installation. Test it. It will go off from almost everywhere inside your house and will keep honking until either your battery runs down or until you reset it with the button on the key fob chain. It works if you park in your driveway or garage. If your car alarm goes off when someone is trying to break into your house, odds are the burglar/rapist won't stick around.

After a few seconds all the neighbors will be looking out their windows to see who is out there and sure enough the criminal won't want that. And remember to carry your keys while walking to your car in a parking lot. The alarm can work the same way there. This is something that should really be shared with everyone. Maybe it could save a life or a sexual abuse crime.

P.S. I am sending this to everyone I know because I think it is fantastic. It would also be useful in any emergency, such as a heart attack, where you can't reach a phone. My Mom has suggested to my Dad that he carry his car keys with him in case he falls outside and she doesn't hear him. He can activate the car alarm and then she'll know there's a problem.

VA Education Call Centers Return

Week of March 01, 2010

The Department of Veterans Affairs (VA) has announced that the Education Call Center is again operating five days a week. Because VA is now processing spring enrollments timely, advance payments are no longer available at VA regional offices or through the online advance payment website. Information about the Post-9/11 GI Bill, as well as VA's other educational benefit programs, is available at VA's website at www.gibill.va.gov, or by calling 1-888-GIBILL-1 (or 1-888-442-4551).

There are big differences between GI Bill programs, find out which program best fits your situation with www.Military.com 's [GI Bill Calculator](#).

Mandatory Military Service

According to a 2009 Tiller Social Action Survey, 53% of American Adults feel Military or Civil Service should be mandatory for 18 year olds; 47% do not.

10% of Deployed Troops are Women

Women comprised more than 10% of the U.S. troops deployed to Iraq and Afghanistan as of Oct. 31, 2009, according to Pentagon statistics. The military reported that 255,830 troops were overseas supporting *Operation Enduring Freedom* and *Operation Iraqi Freedom*. Some 26,683 – or 10.43% - were female troops.

The Army counted the most women troops deployed, while the Air Force had the largest percentage of women in its deployed ranks.

The figures below show totals of active-duty, National Guard and Reserve Troops, women deployed and the percentage of women deployed for each service:

Service	Total	Women	% of Total
Army	172,834	17,603	10.18%
Air Force	31,580	4,671	14.79%
Navy	30,025	3,546	11.81%
Marine Corps	20,953	833	3.98%
Coast Guard	438	30	6.84%

Source: VFW Magazine March 2010