

**HOUSE . . . . . No. 3355**

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**The Commonwealth of Massachusetts**

PRESENTED BY:

***David K. Muradian, Jr.***

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act regarding regulation of directory assistance.

PETITION OF:

NAME:	DISTRICT/ADDRESS:	DATE ADDED:
<i>David K. Muradian, Jr.</i>	<i>9th Worcester</i>	<i>1/25/2021</i>
<i>Mathew J. Muratore</i>	<i>1st Plymouth</i>	<i>2/24/2021</i>
<i>Michael J. Soter</i>	<i>8th Worcester</i>	<i>2/24/2021</i>
<i>Steven S. Howitt</i>	<i>4th Bristol</i>	<i>2/25/2021</i>
<i>Bradley H. Jones, Jr.</i>	<i>20th Middlesex</i>	<i>2/26/2021</i>

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By Mr. Muradian of Grafton, a petition (accompanied by bill, House, No. 3355) of David K. Muradian, Jr. and others relative to directory assistance charges for handicapped or elderly persons. Telecommunications, Utilities and Energy.

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[SIMILAR MATTER FILED IN PREVIOUS SESSION  
SEE HOUSE, NO. 2902 OF 2019-2020.]

**The Commonwealth of Massachusetts**

\_\_\_\_\_  
**In the One Hundred and Ninety-Second General Court  
(2021-2022)**  
\_\_\_\_\_

An Act regarding regulation of directory assistance.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1           SECTION 1. Chapter 159 of the General Laws, as appearing in the 2012 Official  
2 Edition, is hereby amended by striking out Section 19A, in its entirety, and inserting, in place  
3 thereof, the following:

4           Section 19A. Directory assistance; handicapped or elderly customers.

5           "Customers who are certified handicapped or elderly pursuant to regulations promulgated  
6 by the department shall be allowed an unlimited number of directory assistance calls without  
7 charge, and subject to such other terms and conditions as the department finds reasonable;  
8 provided, however, that no rate, fare, toll or charge for directory assistance service may be  
9 charged to users of coin operated telephones.

10           For the purpose of this section, “directory assistance service” or “directory assistance  
11 call” shall mean information given to a customer of a telecommunications company to provide  
12 such customer with a telephone number for another customer within the commonwealth. A  
13 telecommunications company that provides such a service or a service which gives customers  
14 information about telephone numbers in another state shall not be required to file a schedule with  
15 the department to offer such service and the department shall have no authority to review or  
16 approve the offering of the latter such service. ” .