

HOUSE No. 3385

The Commonwealth of Massachusetts

PRESENTED BY:

Michael A. Costello

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 passage of the accompanying:

An Act relative to incumbent local exchange carriers.

PETITION OF:

NAME:	DISTRICT/ADDRESS:
<i>Michael A. Costello</i>	<i>1st Essex</i>
<i>Secretary of State William Francis Galvin</i>	<i>State House</i> <input type="checkbox"/> <i>Boston, MA 02113</i>
<i>Walter F. Timilty</i>	<i>7th Norfolk</i>
<i>Barry R. Finegold</i>	<i>Second Essex and Middlesex</i>
<i>Colleen M. Garry</i>	<i>36th Middlesex</i>
<i>Bruce J. Ayers</i>	<i>1st Norfolk</i>
<i>Kevin J. Murphy</i>	<i>18th Middlesex</i>
<i>Marc R. Pacheco</i>	<i>First Plymouth and Bristol</i>
<i>Diana DiZoglio</i>	<i>14th Essex</i>
<i>Paul W. Mark</i>	<i>2nd Berkshire</i>
<i>David M. Nangle</i>	<i>17th Middlesex</i>
<i>Marc T. Lombardo</i>	<i>22nd Middlesex</i>
<i>Lori A. Ehrlich</i>	<i>8th Essex</i>
<i>James J. Lyons, Jr.</i>	<i>18th Essex</i>
<i>Tackey Chan</i>	<i>2nd Norfolk</i>
<i>Robert M. Koczera</i>	<i>11th Bristol</i>
<i>Kathleen O'Connor Ives</i>	<i>First Essex</i>

<i>Linda Campbell</i>	<i>15th Essex</i>
<i>Kenneth J. Donnelly</i>	<i>Fourth Middlesex</i>
<i>Frank A. Moran</i>	<i>17th Essex</i>
<i>Edward F. Coppinger</i>	<i>10th Suffolk</i>
<i>Paul McMurtry</i>	<i>11th Norfolk</i>
<i>Josh S. Cutler</i>	<i>6th Plymouth</i>
<i>Michael O. Moore</i>	<i>Second Worcester</i>
<i>Michael F. Rush</i>	<i>Norfolk and Suffolk</i>
<i>James M. Cantwell</i>	<i>4th Plymouth</i>
<i>John J. Mahoney</i>	<i>13th Worcester</i>
<i>Michael D. Brady</i>	<i>9th Plymouth</i>
<i>John J. Lawn, Jr.</i>	<i>10th Middlesex</i>
<i>James E. Timilty</i>	<i>Bristol and Norfolk</i>
<i>James J. O'Day</i>	<i>14th Worcester</i>
<i>Steven M. Walsh</i>	<i>11th Essex</i>
<i>Martin J. Walsh</i>	<i>13th Suffolk</i>
<i>Thomas M. McGee</i>	<i>Third Essex</i>
<i>Katherine M. Clark</i>	<i>Fifth Middlesex</i>
<i>Denise Andrews</i>	<i>2nd Franklin</i>
<i>Nick Collins</i>	<i>4th Suffolk</i>
<i>Thomas A. Golden, Jr.</i>	<i>16th Middlesex</i>
<i>Robert F. Fennell</i>	<i>10th Essex</i>
<i>James R. Miceli</i>	<i>19th Middlesex</i>

HOUSE No. 3385

By Mr. Costello of Newburyport, a petition (subject to Joint Rule 12) of Michael A. Costello and others for legislation to require certain telecommunications service companies to provide call center service assistance. Telecommunications, Utilities and Energy.

The Commonwealth of Massachusetts

An Act relative to incumbent local exchange carriers.

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 2010 Official Edition,
2 is hereby amended by inserting after Section 17 the following new section:-

3 SECTION 17A. Every Incumbent Local Exchange Carrier Telecommunications
4 Company providing telecommunications service shall, using services located within the
5 commonwealth and their in-service area, provide call center service assistance for the following
6 services:

- 7 (1) Determining customer financial responsibility;
- 8 (2) Taking requests for new or additional services, requests for repair and
9 dispatching of troubles, including, but not limited to, Enhanced 911 emergency services;
- 10 (3) Determining deposit required, billing rate, or any other billing related
11 matters;
- 12 (4) Explaining company rates, regulations, policies, procedures, equipment, and
13 common practices;
- 14 (5) Investigating trouble order forms and initiating high bill investigations;
- 15 (6) Handling payment and other credit arrangements such as obtaining deposits,
16 financial statements, and payment plans; and
- 17 (7) Referring customers to social service agencies and other assistance programs.