

SENATE No. 206

The Commonwealth of Massachusetts

PRESENTED BY:

Barry R. Finegold

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 relative to ensuring the availability of customer service.

PETITION OF:

NAME:	DISTRICT/ADDRESS:	
<i>Barry R. Finegold</i>	<i>Second Essex and Middlesex</i>	
<i>Linda Dean Campbell</i>	<i>15th Essex</i>	<i>2/26/2021</i>

SENATE No. 206

By Mr. Finegold, a petition (accompanied by bill, Senate, No. 206) of Barry R. Finegold and Linda Dean Campbell for legislation relative to ensuring the availability of customer service. Consumer Protection and Professional Licensure.

The Commonwealth of Massachusetts

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

An Act relative to ensuring the availability of customer service.

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. Amends Section 2 of Chapter 24A of the General Laws to require, under
2 the oversight of the The Office of Consumer Affairs and Business Regulations, all companies
3 with no less than 50 employees to provide a toll free phone number and toll free TeleTYpe
4 (TTY) phone number that connects customers with company representatives for the purpose of
5 customer service related to billing and payments, products and services.

6 (a) Customer service phone numbers must be accessible and visible via the company’s
7 public website and shared with the customer via all electronic correspondence, including but not
8 limited to purchase confirmation emails.

9 (b) If the company does not have a public website, the customer service phone numbers
10 must at minimum be made available to the customer via electronic correspondence, including but
11 not limited to purchase confirmation emails

12 (c) Automated customer service phone numbers and web-based customer service chat
13 services must provide the customer the option to select to speak with a human customer service
14 representative within the first menu of customer services

15 SECTION 2. Companies with no less than 50 employees must employ no less than one
16 customer service representative employee, available to answer customer calls via the toll free
17 phone and TTY numbers, for every 500 customers the company has sold products and/or
18 services to

19 SECTION 3. Upon substantial evidence of customer dissatisfaction as determined by the
20 Office of Consumer Affairs and Business Regulation, the Office may require, after one year of
21 implementation, the company to increase the number of customer service representatives for the
22 respective customer base to improve customer satisfaction.

23 SECTION 4. After one year of implementation, the company may petition The Office to
24 reduce the number of customer service representatives for their customer base as a result of
25 customer satisfaction.