



General Assembly

February Session, 2002

**Raised Bill No. 5430**

LCO No. 1473

Referred to Committee on Energy and Technology

Introduced by:  
(ET)

***AN ACT CONCERNING TELECOMMUNICATIONS CUSTOMERS' RIGHTS.***

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 16-256j of the general statutes is repealed and the  
2 following is substituted in lieu thereof (*Effective October 1, 2002*):

3 All bills for telecommunications services, whether issued by a  
4 telecommunications company or by a billing service, shall (1) contain  
5 the name of each carrier providing service as well as a toll-free number  
6 for customer complaints for each such carrier printed clearly and  
7 conspicuously on the portion of the bill relating to each carrier; (2)  
8 clearly and conspicuously identify on the bill those charges for which  
9 nonpayment will not result in disconnection of basic, local service; (3)  
10 only label a charge as a tax if such tax is directly assessed by the taxing  
11 entity on the customer through the telecommunications company,  
12 which tax shall appear as a separate charge on such bill; and (4) clearly  
13 and conspicuously identify on the bill those charges relating to Internet  
14 download telephone use.

15 Sec. 2. (NEW) (*Effective October 1, 2002*) Each telephone company, as

16 defined in section 16-1 of the general statutes, as amended, and each  
17 certified telecommunications provider, as defined in said section 16-1,  
18 shall clearly and conspicuously disclose, in writing, to customers, on a  
19 quarterly basis or four times per year and at the time of a request by a  
20 customer for a change in intrastate telecommunications service, (1)  
21 whether the removal or change in an intrastate telecommunications  
22 service will result in the loss of a discount or other change in the rate  
23 charged for any telecommunications service subscribed to or used by  
24 the customer; and (2) for any promotional offering filed on and after  
25 October 1, 2002, with the Department of Public Utility Control  
26 pursuant to subsection (e) of section 16-247f of the general statutes, as  
27 amended, that the offering is a promotion and will be in effect for a  
28 limited period of time.

29 Sec. 3. (NEW) (*Effective October 1, 2002*) Each telephone company, as  
30 defined in section 16-1 of the general statutes, as amended, and each  
31 certified telecommunications provider, as defined in said section 16-1,  
32 shall provide written, clear and conspicuous notice to a customer of  
33 any increase in the rates charged for telecommunications services  
34 provided to such customer by the telephone company not less than  
35 thirty days prior to the effective date of such increase.

36 Sec. 4. (NEW) (*Effective October 1, 2002*) Each telephone company, as  
37 defined in section 16-1 of the general statutes, as amended, and each  
38 certified telecommunications provider, as defined in said section 16-1,  
39 shall promptly notify a customer when such customer's telephone  
40 charges exceed three times the monthly average telephone use charges  
41 for the previous four months and verify that the increase in such  
42 charges is not due to fraudulent or unauthorized use of the customer's  
43 telephone service.

This act shall take effect as follows:	
Section 1	<i>October 1, 2002</i>
Sec. 2	<i>October 1, 2002</i>
Sec. 3	<i>October 1, 2002</i>

Sec. 4	October 1, 2002
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**Statement of Purpose:**

To require clear disclosure of telecommunications charges and to require telephone companies and telecommunications providers to verify that fraudulent activity has not taken place where a customer's bill exceeds three times the customer's monthly average.

*[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]*