



General Assembly

**Amendment**

February Session, 2008

LCO No. 4262

**\*HB0532804262HDO\***

Offered by:  
REP. FONTANA, 87<sup>th</sup> Dist.

To: Subst. House Bill No. 5328      File No. 292      Cal. No. 159

**"AN ACT CONCERNING UTILITY CUSTOMER SERVICE COMPLAINTS."**

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- 1      In line 3, after "statutes," insert "other than telephone companies"
- 2      After the last section, add the following and renumber sections and  
3      internal references accordingly:
- 4      "Sec. 501. (NEW) (*Effective from passage*) (a) For the purposes of this  
5      section, "company complaint" means any matter that is communicated  
6      by telephone, letter, facsimile, electronic mail, in person or by any  
7      other means to a telephone company or certified telecommunications  
8      provider, as defined in section 16-1 of the 2008 supplement to the  
9      general statutes, by any person expressing dissatisfaction with such  
10     company's information or services subject to the jurisdiction of the  
11     Department of Public Utility Control and such matter is escalated to  
12     the telephone company or telecommunications provider's next level of  
13     complaint resolution. "Company complaint" shall not mean complaints  
14     relayed by the department to a telephone company or certified  
15     telecommunications provider.

16 (b) Each telephone company or certified telecommunications  
17 provider shall provide to the department the monthly total number of  
18 company complaints in the following categories: Installation, repair,  
19 billing and credit and collections. Such information shall be filed with  
20 the department by the thirtieth day following the end of the month  
21 that is the subject of such filing.

22 (c) The department may, at its discretion, open a contested  
23 proceeding regarding any individual company complaint or group of  
24 company complaints."