



General Assembly

Substitute Bill No. 417

February Session, 2010

* SB00417ET 032410 *

**AN ACT CONCERNING CALL CENTERS AND THE TIMELY REPAIR
OF PUBLIC UTILITY POLES.**

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

- 1 Section 1. (NEW) (*Effective July 1, 2010*) (a) As used in this section:
- 2 (1) "Telecommunications service" means telecommunications
3 service, as defined in section 16-247a of the general statutes, and
- 4 (2) "Telecommunications call center" means an entity that initiates or
5 receives a telephone call on behalf of any person to provide
6 telecommunications service or to gather information to provide
7 telecommunications service.
- 8 (b) Any person who receives a telephone call from, or places a
9 telephone call to, a telecommunications call center, upon request, shall
10 be (1) told by the telecommunications call center employee the
11 identification of the city, state and country where the employee is
12 located, and (2) transferred to an in-state telecommunications call
13 center when possible.
- 14 Sec. 2. Section 16-247i of the general statutes is repealed and the
15 following is substituted in lieu thereof (*Effective July 1, 2010*):
- 16 (a) Not later than January [1, 2007, and] first, annually, [thereafter,]
17 the department shall submit a report to the joint standing committee of

18 the General Assembly having cognizance of matters relating to energy
19 and technology on the status of telecommunications service and
20 regulation in the state of Connecticut. Such report shall include: (1) An
21 analysis of universal service and any changes therein; (2) an analysis of
22 the impact, if any, of competition in telecommunications markets on
23 the work force of the state and employment opportunities in the
24 telecommunications industry in the state; (3) an analysis of the level of
25 regulation which the public interest requires; (4) the status of
26 implementing the provisions of sections 16-247a to 16-247c, inclusive,
27 16-247e to 16-247h, inclusive, 16-247k and this section, including
28 achieving each of the objectives of the goals set forth in section 16-247a;
29 (5) the status of the development of competition for all
30 telecommunications services; (6) the status of the deployment of
31 telecommunications infrastructure in the state; [and] (7) the status of
32 the implementation of sections 16-247f and 16-247i and section 3 of
33 public act 06-144; and (8) for each telecommunications company, the
34 locations of their telecommunications call centers, as defined in section
35 1 of this act.

36 (b) In compiling the information for this report, the department
37 shall require, among other things, each telephone company to provide
38 to the department annually: (1) Its aggregate number of telephone
39 access lines in service, not including resold lines or other wholesale
40 lines; (2) the annual change in such telephone company's access lines
41 over the preceding five years; (3) the number of active wholesale
42 customers served by the telephone company; (4) the nature of the
43 wholesale services provided; (5) the number of wholesale service
44 requests; (6) the impact of competition on the work force of the
45 telephone company; (7) a general discussion of the state of the
46 industry, industry trends, and competitive alternatives available in the
47 market, including, but not limited to, technological changes affecting
48 the market; (8) the number of competitive local exchange carriers; and
49 (9) how long it takes the company to respond to a wholesale service
50 request.

51 (c) In compiling the information for this report, the department shall

52 require each telecommunications company to provide to the
53 department annually the locations of telecommunications call centers
54 receiving calls from Connecticut customers.

55 Sec. 3. (NEW) (*Effective July 1, 2010*) The Department of Information
56 Technology shall, when procuring telecommunications systems
57 facilities, equipment and services, give preference to
58 telecommunications companies identified by the Department of Public
59 Utility Control, pursuant to section 16-247i of the general statutes, as
60 amended by this act, to have a high percentage of service calls directed
61 to in-state telecommunications call centers, as defined in section 1 of
62 this act.

63 Sec. 4. (NEW) (*Effective July 1, 2010*) On or before October 1, 2010,
64 the Department of Public Utility Control shall adopt regulations in
65 accordance with the provisions of chapter 54 of the general statutes to
66 establish procedures each public service company shall follow when
67 one of its public utility poles or downed wires are damaged in an
68 accident. Such procedures shall include, but not be limited to,
69 establishing a maximum amount of time between the accident and the
70 repair.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>July 1, 2010</i>	New section
Sec. 2	<i>July 1, 2010</i>	16-247i
Sec. 3	<i>July 1, 2010</i>	New section
Sec. 4	<i>July 1, 2010</i>	New section

ET *Joint Favorable Subst.*