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New England Cable & Telecommunications Association, Inc.

**The General Law Committee**  
**March 11, 2014**

**House Bill 5491: AAC Customer Sales And Service Calls Made From Outside The United States**

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My name is Paul Cianelli and I am the President of the New England Cable & Telecommunications Association (NECTA). NECTA represents Connecticut's cable companies which compete to provide advanced broadband, voice and video products and services to our state's business and residential consumers. NECTA respectfully offers this testimony in opposition to House Bill 5491.

House Bill 5491 seeks to impose new regulations on the call center operations of all entities that conduct business in Connecticut. NECTA is concerned that this proposal, though well intentioned, could discourage the continued job growth and financial investments the cable industry continues to make in the state.

Over the last decade, the cable industry has been an important engine for economic growth in Connecticut. For example, just in the last two years, Charter Communications relocated its corporate headquarters and NBC Sports (Comcast) moved its headquarters to Stamford. Together, these two changes alone created 770 high quality jobs. In addition, our industry has demonstrated its commitment to locating and maintaining significant call center facilities here in Connecticut.

A previously issued University of Massachusetts economic study documented that even during the slowed economic period between 2006 -2010, the cable industry grew their CT employment by over 23%. (*Connecting New England: Cable's Impact on the Region's Economy*, the University of Massachusetts Donohue Institute, Sept. 2011.)

In addition, the cable industry made over \$1 billion in capital investments over the same period of time. Some of that aforementioned job growth and investment were in our large scale in-state call centers that we proudly operate to best serve our customers throughout the region.

We certainly understand the intentions behind HB 5491—to protect the very kinds of skilled in-state jobs that our industry has so vigorously grown in Connecticut. However, we fear that the unintended consequence of imposing new regulation into the operation of call centers may actually create a disincentive to continue to grow jobs and encourage in-state investments call center facilities.

For all the above reasons, we respectfully oppose HB 5491 today.

Thank you.

  
Paul R. Cianelli, President & CEO