

Introduced by Senator Fuller

February 17, 2011

An act to amend Section 2896 of the Public Utilities Code, relating to telecommunications.

LEGISLATIVE COUNSEL'S DIGEST

SB 598, as introduced, Fuller. Telecommunication services.

Under existing law, the Public Utilities Commission has regulatory authority over public utilities, including telephone corporations, as defined. The existing Telecommunications Customer Service Act of 1993 requires the commission to require telephone corporations to provide certain customer services to telecommunication customers, as specified.

This bill would make technical, nonsubstantive changes to the act.

Vote: majority. Appropriation: no. Fiscal committee: no. State-mandated local program: no.

The people of the State of California do enact as follows:

- 1 SECTION 1. Section 2896 of the Public Utilities Code is
- 2 amended to read:
- 3 2896. The commission shall require telephone corporations to
- 4 provide ~~customer~~ service to telecommunication customers that
- 5 includes, but is not limited to, all the following:
- 6 (a) Sufficient information upon which to make informed choices
- 7 among telecommunications services and providers. This includes,
- 8 but is not limited to, information regarding the provider's identity,
- 9 service options, pricing, and terms and conditions of service. A

1 provider need only provide information to its customers on the
2 services ~~which~~ *that* it offers.

3 (b) Ability to access a live operator by dialing the numeral “0”
4 as an available, free option. The commission may authorize rates
5 and charges for any operator assistance service provided subsequent
6 to access.

7 (c) Reasonable statewide service quality standards, including,
8 but not limited to, standards regarding network technical quality,
9 customer service, installation, repair, and billing.

10 (d) Information concerning the regulatory process and how
11 customers can participate in that process, including the process of
12 resolving complaints.