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I N S E N A T E

April 29, 2010

Introduced by Sen. MAZIARZ -- read twice and ordered printed, and when printed to be committed to the Committee on Energy and Telecommunications

AN ACT to amend the public service law, in relation to utility service call centers

THE PEOPLE OF THE STATE OF NEW YORK, REPRESENTED IN SENATE AND ASSEMBLY, DO ENACT AS FOLLOWS:

- 1 Section 1. Subdivision 11 of section 65 of the public service law, as
2 added by chapter 693 of the laws of 1985, is renumbered subdivision 12
3 and a new subdivision 13 is added to read as follows:
4 13. (A) EVERY TELECOMMUNICATION CORPORATION AND THEIR SUBSIDIARIES
5 FURNISHING TRADITIONAL LANDLINE TELEPHONE SERVICE, FIBER OPTIC SERVICE,
6 VOICE OVER INTERNET PROTOCOL (VOIP), DATA CIRCUITS, CABLE OR INTERNET
7 SERVICES SHALL PROVIDE CALL CENTER SERVICE ASSISTANCE INCLUDING, BUT NOT
8 LIMITED TO OPERATOR SERVICES, DIRECTORY ASSISTANCE BUREAUS AND CALL
9 COMPLETION SERVICES FOR THE FOLLOWING:
10 (1) DETERMINING CUSTOMER FINANCIAL RESPONSIBILITY;
11 (2) TAKING REQUESTS FOR NEW OR ADDITIONAL SERVICES, INCLUDING, BUT NOT
12 LIMITED TO, EMERGENCY SERVICE, COMPLETING ASSISTANCE WITH DIALING, USING
13 CALLING CARDS, CONNECTING COLLECT CALLS, BUSY LINE VERIFICATION OR RELAY
14 CENTERS FOR THE HEARING IMPAIRED, PROVIDING REQUESTED LOCAL AND NATIONAL
15 TELEPHONE NUMBERS, REVERSE NUMBER SEARCHES AND TAKING REQUESTS FOR AND
16 COMPLETING THE PUBLISHING AND NON-PUBLISHING OF A TELEPHONE NUMBER, AND
17 PROVIDING ASSISTANCE TO PAYPHONE CUSTOMERS;
18 (3) DETERMINING DEPOSIT REQUIRED OR BILLING RATE;
19 (4) PREPARING INSTALLATION AND REPAIR SERVICE ORDERS AND OBTAINING
20 ACCESS TO SUBSCRIBER'S PREMISES;
21 (5) EXPLAINING COMPANY RATES, REGULATIONS, POLICIES, PROCEDURES,
22 EQUIPMENT AND COMMON PRACTICES;
23 (6) INVESTIGATING TROUBLE ORDER FORMS AND INITIATING HIGH BILL INVE-
24 TIGATIONS;
25 (7) HANDLING PAYMENT AND OTHER CREDIT ARRANGEMENTS SUCH AS OBTAINING
26 DEPOSITS, FINANCIAL STATEMENTS AND PAYMENT PLANS; AND
27 (8) AIDING CUSTOMERS WITH INTERNAL ASSISTANCE PROGRAMS.

EXPLANATION--Matter in *ITALICS* (underscored) is new; matter in brackets [] is old law to be omitted.

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1 (B) NO TELECOMMUNICATION CORPORATION SHALL CLOSE A CALL CENTER OR
2 OTHER FACILITY PROVIDING THE CUSTOMER ASSISTANCE SET FORTH IN PARAGRAPH
3 (A) OF THIS SUBDIVISION OR RELOCATE SUCH CUSTOMER ASSISTANCE TO ANOTHER
4 AREA OF NEW YORK STATE OR OUTSIDE OF NEW YORK STATE WITHOUT NOTICE AND
5 HEARING BEFORE THE COMMISSION. HOWEVER, AT NO TIME SHALL A TELECOMMUNI-
6 CATION CORPORATION PERMANENTLY TRANSFER MORE THAN .7 PERCENT OF JOBS
7 FROM ANY CALL CENTER DESCRIBED ABOVE TO ANOTHER AREA OF NEW YORK STATE
8 OR OUTSIDE OF THE STATE.

9 (C) THIS SUBDIVISION SHALL NOT APPLY TO THE COLLECTION OF DEBT WHEREBY
10 UTILITY COMPANY POLICY SUCH DEBT IS DIRECTED TO A COLLECTION AGENCY OR
11 SIMILAR SERVICE COMPANIES.

12 S 2. This act shall take effect on the sixtieth day after it shall
13 have become a law; provided, however, that the public service commission
14 is immediately authorized and directed to take any and all actions,
15 including but not limited to the promulgation of any rules or regu-
16 lations necessary to implement the provisions of this act on such effec-
17 tive date.