

7144--A

2013-2014 Regular Sessions

I N A S S E M B L Y

May 2, 2013

Introduced by M. of A. ROSENTHAL, COLTON, CAHILL, STIRPE, SKOUFIS, CUSICK, SCARBOROUGH, MAISEL, MOSLEY, HENNESSEY, JAFFEE, KIM, SCHIMEL, BENEDETTO, GOTTFRIED, LAVINE, THIELE, ABINANTI, ENGLEBRIGHT, RAMOS, OTIS, ROBERTS, ROZIC, SANTABARBARA, STECK, GIBSON, DINOWITZ, RYAN, JACOBS, MAYER, LUPARDO, GUNTHER, KELLNER, BARRETT, MOYA, WEPRIN, RUSSELL, SIMOTAS, BROOK-KRASNY, LIFTON, BRONSON, GALEF, BRINDISI, HOOPER -- Multi-Sponsored by -- M. of A. ARROYO, CLARK, COOK, CRESPO, GARBARINO, GLICK, JOHNS, LENTOL, LUPINACCI, MARKEY, McDONALD, MILLMAN, NOLAN, PAULIN, PERRY, RIVERA, ROBINSON, RODRIGUEZ, SEPULVEDA, SKARTADOS, SOLAGES, SWEENEY, WEISENBERG -- read once and referred to the Committee on Ways and Means -- committee discharged, bill amended, ordered reprinted as amended and recommitted to said committee

AN ACT to amend the public service law and the general business law, in relation to call centers

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

1 Section 1. Section 65 of the public service law is amended by adding a
2 new subdivision 16 to read as follows:
3 16. (A) EVERY TELECOMMUNICATION CORPORATION AND THEIR SUBSIDIARIES
4 FURNISHING TRADITIONAL LANDLINE TELEPHONE SERVICE, FIBER OPTIC SERVICE,
5 VOICE OVER INTERNET PROTOCOL (VOIP), CABLE OR INTERNET SERVICES SHALL
6 PROVIDE CALL CENTER SERVICE ASSISTANCE INCLUDING, BUT NOT LIMITED TO
7 OPERATOR SERVICES, DIRECTORY ASSISTANCE BUREAUS AND CALL COMPLETION
8 SERVICES FOR THE FOLLOWING:
9 (1) EXPLAINING COMPANY RATES, REGULATIONS, POLICIES, PROCEDURES,
10 EQUIPMENT, CUSTOMER SERVICE OPTIONS AND COMMON PRACTICES;
11 (2) DETERMINING CUSTOMER FINANCIAL RESPONSIBILITY, REQUIRED DEPOSITS,
12 BILLING RATES, OR HANDLING PAYMENT AND OTHER CREDIT ARRANGEMENTS SUCH AS
13 OBTAINING DEPOSITS, FINANCIAL STATEMENTS AND PAYMENT PLANS;
14 (3) TAKING REQUESTS FOR NEW OR ADDITIONAL SERVICES, INCLUDING, BUT NOT
15 LIMITED TO, EMERGENCY SERVICE, COMPLETING ASSISTANCE WITH DIALING, USING

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

LBD09123-07-3

1 CALLING CARDS, CONNECTING COLLECT CALLS, BUSY LINE VERIFICATION OR RELAY
2 CENTERS FOR THE HEARING IMPAIRED, PROVIDING REQUESTED LOCAL AND NATIONAL
3 TELEPHONE NUMBERS, REVERSE NUMBER SEARCHES AND TAKING REQUESTS FOR AND
4 COMPLETING THE PUBLISHING AND NON-PUBLISHING OF A TELEPHONE NUMBER, AND
5 PROVIDING ASSISTANCE TO PAYPHONE CUSTOMERS; AND

6 (4) PREPARING INSTALLATION AND REPAIR SERVICE ORDERS AND OBTAINING
7 ACCESS TO SUBSCRIBER'S PREMISES.

8 (B) NO TELECOMMUNICATION CORPORATION SHALL CLOSE A CALL CENTER OR
9 OTHER FACILITY PROVIDING THE CUSTOMER ASSISTANCE SET FORTH IN PARAGRAPH
10 (A) OF THIS SUBDIVISION OR RELOCATE SUCH CUSTOMER ASSISTANCE TO ANOTHER
11 AREA OF NEW YORK STATE OR OUTSIDE OF NEW YORK STATE WITHOUT NOTICE AND
12 HEARING BEFORE THE COMMISSION.

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

16 S 2. The general business law is amended by adding a new section 399-
17 yyy to read as follows:

18 S 399-YYY. CALL CENTER SERVICE ASSISTANCE. 1. EVERY TELECOMMUNICATION
19 CORPORATION AND THEIR SUBSIDIARIES FURNISHING TRADITIONAL LANDLINE TELE-
20 PHONE SERVICE, FIBER OPTIC SERVICE, VOICE OVER INTERNET PROTOCOL (VOIP),
21 CABLE OR INTERNET SERVICES SHALL PROVIDE CALL CENTER SERVICE ASSISTANCE
22 INCLUDING, BUT NOT LIMITED TO OPERATOR SERVICES, DIRECTORY ASSISTANCE
23 BUREAUS AND CALL COMPLETION SERVICES FOR THE FOLLOWING:

24 (A) EXPLAINING COMPANY RATES, REGULATIONS, POLICIES, PROCEDURES,
25 EQUIPMENT, CUSTOMER SERVICE OPTIONS AND COMMON PRACTICES;

26 (B) DETERMINING CUSTOMER FINANCIAL RESPONSIBILITY, REQUIRED DEPOSITS,
27 BILLING RATES, OR HANDLING PAYMENT AND OTHER CREDIT ARRANGEMENTS SUCH AS
28 OBTAINING DEPOSITS, FINANCIAL STATEMENTS AND PAYMENT PLANS;

29 (C) TAKING REQUESTS FOR NEW OR ADDITIONAL SERVICES, INCLUDING, BUT NOT
30 LIMITED TO, EMERGENCY SERVICE, COMPLETING ASSISTANCE WITH DIALING, USING
31 CALLING CARDS, CONNECTING COLLECT CALLS, BUSY LINE VERIFICATION OR RELAY
32 CENTERS FOR THE HEARING IMPAIRED, PROVIDING REQUESTED LOCAL AND NATIONAL
33 TELEPHONE NUMBERS, REVERSE NUMBER SEARCHES AND TAKING REQUESTS FOR AND
34 COMPLETING THE PUBLISHING AND NON-PUBLISHING OF A TELEPHONE NUMBER, AND
35 PROVIDING ASSISTANCE TO PAY PHONE CUSTOMERS; AND

36 (D) PREPARING INSTALLATION AND REPAIR SERVICE ORDERS AND OBTAINING
37 ACCESS TO SUBSCRIBER'S PREMISES.

38 2. NO TELECOMMUNICATION CORPORATION SHALL CLOSE A CALL CENTER OR OTHER
39 FACILITY PROVIDING THE CUSTOMER ASSISTANCE SET FORTH IN SUBDIVISION ONE
40 OF THIS SECTION OR RELOCATE SUCH CUSTOMER ASSISTANCE TO ANOTHER AREA OF
41 NEW YORK STATE OR OUTSIDE OF NEW YORK STATE WITHOUT NOTICE AND HEARING
42 BEFORE THE PUBLIC SERVICE COMMISSION.

43 3. THIS SECTION SHALL NOT APPLY TO THE COLLECTION OF DEBT WHEREBY
44 UTILITY COMPANY POLICY SUCH DEBT IS DIRECTED TO A COLLECTION AGENCY OR
45 SIMILAR SERVICE COMPANIES.

46 S 3. This act shall take effect on the one hundred eightieth day after
47 this act shall have become a law.