

# STATE OF NEW YORK

3730

2023-2024 Regular Sessions

## IN ASSEMBLY

February 7, 2023

Introduced by M. of A. MAGNARELLI -- read once and referred to the  
Committee on Corporations, Authorities and Commissions

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

The People of the State of New York, represented in Senate and Assem-  
bly, do enact as follows:

1 Section 1. Section 65 of the public service law is amended by adding a  
2 new subdivision 17 to read as follows:

3 17. (a) Every telecommunication corporation and their subsidiaries  
4 furnishing traditional landline telephone service, fiber optic service,  
5 voice over internet protocol (VOIP), data circuits, cable or internet  
6 services shall provide call center service assistance including, but not  
7 limited to operator services, directory assistance bureaus and call  
8 completion services for the following:

9 (1) determining customer financial responsibility;

10 (2) taking requests for new or additional services, including, but not  
11 limited to, emergency service, completing assistance with dialing, using  
12 calling cards, connecting collect calls, busy line verification or relay  
13 centers for the hearing impaired, providing requested local and national  
14 telephone numbers, reverse number searches and taking requests for and  
15 completing the publishing and non-publishing of a telephone number, and  
16 providing assistance to payphone customers;

17 (3) determining deposit required or billing rate;

18 (4) preparing installation and repair service orders and obtaining  
19 access to subscriber's premises;

20 (5) explaining company rates, regulations, policies, procedures,  
21 equipment and common practices;

22 (6) investigating trouble order forms and initiating high bill inves-  
23 tigations;

24 (7) handling payment and other credit arrangements such as obtaining  
25 deposits, financial statements and payment plans; and

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

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1 (8) aiding customers with internal assistance programs.

2 (b) No telecommunication corporation shall close a call center or  
3 other facility providing the customer assistance set forth in paragraph  
4 (a) of this subdivision or relocate such customer assistance to another  
5 area of this state or outside of this state without notice and hearing  
6 before the commission. However, at no time shall a telecommunication  
7 corporation permanently transfer more than .7 percent of jobs from any  
8 call center described above to another area of this state or outside of  
9 the state and a valid collective bargaining agreement or employment  
10 contract that governs permanent transfer percentages of call center jobs  
11 shall supersede the .7 percent job transfer rate described above.

12 (c) This subdivision shall not apply to the collection of debt whereby  
13 utility company policy such debt is directed to a collection agency or  
14 similar service companies or where the attendance of call center employ-  
15 ees is less than ninety percent in any given month, this section shall  
16 not apply for the following month. Attendance for this section shall be  
17 defined when an employee is expected to report to work as scheduled. If  
18 a collective bargaining agreement or employment contract defines attend-  
19 ance then that shall supersede the definition above. If attendance falls  
20 below ninety percent as a direct result of the corporation then this  
21 section shall apply.

22 § 2. The general business law is amended by adding a new section 394-f  
23 to read as follows:

24 § 394-f. Cable company call centers. (a) Every cable corporation and  
25 their subsidiaries furnishing traditional landline telephone service,  
26 fiber optic service, voice over internet protocol (VOIP), data circuits,  
27 cable or internet services shall provide call center service assistance  
28 including, but not limited to operator services, directory assistance  
29 bureaus and call completion services for the following:

30 (1) determining customer financial responsibility;

31 (2) taking requests for new or additional services, including, but not  
32 limited to, emergency service, completing assistance with dialing, using  
33 calling cards, connecting collect calls, busy line verification or relay  
34 centers for the hearing impaired, providing requested local and national  
35 telephone numbers, reverse number searches and taking requests for and  
36 completing the publishing and non-publishing of a telephone number, and  
37 providing assistance to payphone customers;

38 (3) determining deposit required or billing rate;

39 (4) preparing installation and repair service orders and obtaining  
40 access to subscriber's premises;

41 (5) explaining company rates, regulations, policies, procedures,  
42 equipment and common practices;

43 (6) investigating trouble order forms and initiating high bill inves-  
44 tigations;

45 (7) handling payment and other credit arrangements such as obtaining  
46 deposits, financial statements and payment plans; and

47 (8) aiding customers with internal assistance programs.

48 (b) No cable corporation shall close a call center or other facility  
49 providing the customer assistance set forth in subdivision (a) of this  
50 section or relocate such customer assistance to another area of New York  
51 state or outside of this state without notice and hearing before the  
52 commission. However, at no time shall a cable corporation permanently  
53 transfer more than .7 percent of jobs from any call center described  
54 above to another area of this state or outside of the state and a valid  
55 collective bargaining agreement or employment contract that governs

1 permanent transfer percentages of call center jobs shall supersede the  
2 .7 percent job transfer rate described above.

3 (c) This subdivision shall not apply to the collection of debt whereby  
4 utility company policy such debt is directed to a collection agency or  
5 similar service companies or where the attendance of call center employ-  
6 ees is less than ninety percent in any given month this section shall  
7 not apply for the following month. Attendance for this section shall be  
8 defined when an employee is expected to report to work as scheduled. If  
9 a collective bargaining agreement or employment contract defines attend-  
10 ance then that shall supersede the definition above. If attendance falls  
11 below ninety percent as a direct result of the corporation then this  
12 section shall apply.

13 § 3. This act shall take effect on the thirtieth day after it shall  
14 have become a law. Effective immediately, the addition, amendment and/or  
15 repeal of any rule or regulation necessary for the implementation of  
16 this act on its effective date are authorized to be made and completed  
17 on or before such effective date.