STATE OF NEW YORK

1024

2025-2026 Regular Sessions

IN ASSEMBLY

January 8, 2025

Introduced by M. of A. MAGNARELLI, BUTTENSCHON, STIRPE, HYNDMAN, GLICK, DINOWITZ, REYES -- Multi-Sponsored by -- M. of A. SIMON -- 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 Assembly, do enact as follows:

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

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

(1) determining customer financial responsibility;

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

(3) determining deposit required or billing rate;

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

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

(6) investigating trouble order forms and initiating high bill investigations;

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

LBD01293-01-5

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

(8) aiding customers with internal assistance programs.

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

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

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

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

(1) determining customer financial responsibility;

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

(3) determining deposit required or billing rate;

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

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

(6) investigating trouble order forms and initiating high bill investigations;

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

(8) aiding customers with internal assistance programs.

(b) No cable corporation shall close a call center or other facility providing the customer assistance set forth in subdivision (a) of this section or relocate such customer assistance to another area of New York state or outside of this state without notice and hearing before the commission. However, at no time shall a cable corporation permanently transfer more than .7 percent of jobs from any call center described above to another area of this state or outside of the state and a valid

<u>collective bargaining agreement or employment contract that governs permanent transfer percentages of call center jobs shall supersede the .7 percent job transfer rate described above.</u>

<u>(c) This subdivision shall not apply to the collection of debt whereby utility company policy such debt is directed to a collection agency or similar service companies or where the attendance of call center employees is less than ninety percent in any given month this section shall not apply for the following month. Attendance for this section shall be defined when an employee is expected to report to work as scheduled. If a collective bargaining agreement or employment contract defines attendance then that shall supersede the definition above. If attendance falls below ninety percent as a direct result of the corporation then this section shall apply.</u>

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