

## State Corporation Commission 2010 Fiscal Impact Statement

**1. Bill Number:** HB204

House of Origin      X     Introduced                 Substitute                 Engrossed  
Second House                In Committee             Substitute                 Enrolled

**2. Patron:**        Alexander

**3. Committee:** Commerce and Labor

**4. Title:**        **Unauthorized addition of telecommunications services; penalty.**

**5. Summary:** Unauthorized addition of telecommunications services; penalty. Prohibits a telecommunications service provider from adding a telecommunications service, for which a separate charge is made, to a customer account or charging a customer for a telecommunications service resulting from such a change in service made without the telephone customer's authorization. A customer is not liable for an amount charged for any telecommunications service initiated without the customer's authorization. The service provider initiating a change shall obtain verification of customer's authorization before submitting the change, and shall keep a record of the authorization for two years. A service provider is required to notify the customer within three days of any change in service resulting from its receipt of an order from another provider for a change in service. A customer affected by an unauthorized change in service is entitled to collect damages, and a service provider violating this measure is subject to a civil penalty of not more than \$1,000 per violation. The State Corporation Commission is directed to adopt regulations providing for the prompt reversal of charges assessed as a result of unauthorized changes in service.

**6. Fiscal Impact Estimates:** No fiscal impact; but see Item 8.

**7. Budget Amendment Necessary:** No.

**8. Fiscal Implications:** Public notice will be required (which may include the cost of newspaper publication) with the rule promulgation.

**9. Specific Agency or Political Subdivisions Affected:** State Corporation Commission

**10. Technical Amendment Necessary:** None noted.

**11. Other Comments:** This legislation will have a minimal impact on the operations of the SCC's Division of Communications

**Date:** 1/14/10    S. Bradley/W. Irby