

AMENDED IN SENATE AUGUST 17, 1999

AMENDED IN SENATE JULY 8, 1999

AMENDED IN ASSEMBLY MAY 6, 1999

AMENDED IN ASSEMBLY APRIL 7, 1999

CALIFORNIA LEGISLATURE—1999–2000 REGULAR SESSION

ASSEMBLY BILL

No. 535

Introduced by Assembly Member Reyes

February 18, 1999

An act to add Section 2889.4 to the Public Utilities Code, relating to telecommunications.

LEGISLATIVE COUNSEL'S DIGEST

AB 535, as amended, Reyes. Telecommunications: services.

Existing law requires telephone corporations to provide specified customer and subscriber services.

This bill would require a local exchange service provider that offers and charges for pay per use features that do not require an access code to be dialed to activate the service to provide a new residential subscriber, including an existing residential customer ordering an additional line, during the verbal service order process, with information about those features. The bill would require the representatives of a provider to offer that subscriber blocking options for these features. The bill would require a local exchange service provider that offers these features to advise an existing

residential subscriber who inquires about the features, or who seeks a bill adjustment for the inadvertent or unauthorized use of those per use custom calling features, that the features can be blocked, and to inquire as to whether the subscriber would like to block any or all of the features. The bill would require a local exchange service provider that offers these features to provide a prescribed notice to all existing residential subscribers not later than May 1, 2000, describing all features provided on a per use basis, the charge for each activation, any additional charges, and detailed information about the ability to block these features. The bill would provide that a local exchange service subscriber that has not blocked per use features is entitled to a one-time bill adjustment, as specified.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. Section 2889.4 is added to the Public
2 Utilities Code, to read:
3 2889.4. (a) A local exchange service provider that
4 offers and charges for pay per use features that do not
5 require an access code to be dialed to activate the service
6 shall provide a new residential subscriber, including an
7 existing residential customer ordering an additional line,
8 during the verbal service order process, with information
9 about those features. The representatives of a provider
10 shall offer that subscriber blocking options for those
11 features.
12 (b) (1) A local exchange service provider that offers
13 the features described in subdivision (a) shall advise an
14 existing residential subscriber who inquires about the
15 features, or who seeks a bill adjustment for the
16 inadvertent or unauthorized use of those per use custom
17 calling features, that the features can be blocked and shall
18 inquire as to whether the subscriber would like to block
19 any or all of the features.
20 (2) (A) A local exchange service provider that offers
21 the features described in subdivision (a) shall provide



1 notice to all existing residential subscribers not later than
2 May 1, 2000, describing all features provided on a per use
3 basis, the charge for each activation, any additional usage
4 or other charges, and detailed information about the
5 ability to block these features.

6 (B) The notice shall contain a toll-free number for
7 further information and shall contain a noticeable
8 postcard size bill insert that may be returned in the
9 subscriber's bill envelope if they wish to block any or all
10 of the per use features described in subdivision (a).

11 (c) A local exchange service subscriber that has not
12 blocked per use features in accordance with this section
13 is entitled to a one-time bill adjustment which shall equal
14 the sum of the charges for every incident that occurred
15 during the first billing cycle pursuant to which the
16 subscriber notifies the local exchange service provider
17 that inadvertent or unauthorized activation occurred
18 with regard to those per use services that do not require
19 coded dialing to activate. The one-time bill adjustment
20 shall include an adjustment for any additional usage
21 charges occurring as a result of inadvertent or
22 unauthorized activation. The adjustment shall take the
23 form of a credit to the subscriber's account if the existing
24 technology or facilities of the local exchange service
25 provider measure usage and permit a usage credit to be
26 determined and provided.

27 *(d) Nothing in this section prohibits a local exchange*
28 *service provider from providing additional bill*
29 *adjustments at its discretion in connection with charges*
30 *imposed for features described in subdivision (a).*

