

1 **SHB 2254 - H AMD 0098 ADOPTED 03/18/99**

2 By Representative Ruderman

3 On page 2, line 1, after freeze.- strike Account- and insert
4 Preferred carrier-

5 On page 2, line 2, after solicitation- insert thereof-

6 On page 2, line 3, after subject to- strike an account- and
7 insert a preferred carrier-

8 On page 2, beginning on line 4, after which- strike an account-
9 and insert a preferred carrier-

10 On page 2, line 7, after customer's- strike local or long-
11 distance service- and insert telecommunications services including
12 without limitation local exchange service, intraLATA, interLATA,
13 intrastate toll, interstate toll, or international toll service-

14 On page 2, line 9, after that are- strike purported to be-

15 On page 2, line 11, after (b)- strike the remainder of subsection
16 (b)and insert Bill block services. Customers may block the billing of
17 nontelecommunication products or services or telecommunication services
18 provided by a company other than the customer's local exchange carrier
19 or authorized long distance carrier. On request of bill block services
20 by the customer, service providers that are not affiliated with the
21 local exchange carrier shall not submit charges to the local exchange
22 carrier for nontelecommunications products, services or
23 nonpresubscribed intrastate or interstate toll services. For purposes
24 of this subsection, nonpresubscribed intrastate or interstate toll
25 services shall not include dial-around long distance or calling card
26 services.-

27 On page 2, line 23 after on a- strike consumer's- and insert
28 customer's-

1 On page 2, beginning on line 24, after on the bill the- strike
2 business name of the company making the charge, the specific product
3 or service being billed for, separate identification of any optional
4 products or services,- and insert -company making the charge, the
5 specific product, service, or package of services being billed for,-

6 On page 2, line 30, after in a- strike subscriber's- and insert
7 customer's-

8 On page 2, line 31 strike subscriber's- and insert customer's-

9 On page 2, line 32, after on a- strike subscriber's- and insert
10 customer's-

11 On page 3, line 5, strike all material after (2)- through
12 carrier.- on line 15 and insert The carrier that a customer contacts
13 to report an unauthorized change, whether that entity is the customer's
14 local exchange company, unauthorized carrier, or the customer's
15 authorized carrier shall immediately take appropriate action to return
16 the customer to his or her authorized carrier. The carrier that a
17 customer calls to report an unauthorized change, whether that entity is
18 the customer's local exchange company, unauthorized carrier, or the
19 customer's authorized carrier is required to inform the customer that
20 he or she is not required to pay for any unauthorized charges incurred
21 for the first thirty days after the unauthorized charge. The
22 unauthorized carrier shall remove charges, if any, from the customer's
23 bill for charges incurred within the first thirty days of the
24 unauthorized change and any charges required to return the customer to
25 his or her properly authorized carrier. The local exchange carrier,
26 when serving as the billing agent, may independently carry out the
27 provisions of this subsection.-

28 On page 3, line 22, after rules- insert necessary-

29 On page 3, line 23, after any- strike other-

1 On page 3, line 24, after may- strike all material through
2 penalties:- on line 25 and insert take one or more of the following
3 actions:-

4 On page 3, line 27, after by the- strike subscriber- and insert
5 customer-

6 On page 3, line 28, after to the- strike subscriber- and insert
7 customer-

8 On page 3, line 32, after by the- strike subscriber- and insert
9 customer-

10 On page 3, line 34, after **Sec. 6.-** insert The legislature finds
11 that the practices covered by section 4(1)(a) of this act are matters
12 vitally affecting the public interest for purposes of applying the
13 consumer protection act.-

EFFECT:

Creates consistent use of customer- throughout the bill.
The change from account freeze service to preferred carrier service is to ensure consistency with the language used by the Federal Communications Commission.
Clarifies that the freeze service can apply separately to local exchange, intrastate, interstate, or international toll services.
The amended bill block language clarifies that on request of a customer, service providers that are not affiliated with the local exchange carrier must not submit charges for blocked services.
Dial around long distance and calling card services are not included as services that may be blocked from billing.
Separates the responsibilities of the local exchange carrier and the unauthorized carrier as follows (although not required, the LEC may carry out any of the responsibilities of the unauthorized carrier independently): Any carrier, authorized or unauthorized is responsible for returning the customer to their authorized carrier. The unauthorized carrier must remove unauthorized charges incurred and any charges for switching the customer back to the original carrier.
As per the FCC rules, any carrier, authorized or unauthorized is responsible for notifying the customer that they are not responsible for unauthorized charges incurred for the first 30 days of the unauthorized period.
Inserts language that properly triggers access to the consumer protection act.