

**HOUSE . . . . . No. 3385**

**The Commonwealth of Massachusetts**

PRESENTED BY:

***Michael A. Costello***

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act relative to incumbent local exchange carriers.

PETITION OF:

NAME:	DISTRICT/ADDRESS:
<i>Michael A. Costello</i>	<i>1st Essex</i>
<i>Secretary of State William Francis Galvin</i>	<i>State House Boston, MA 02113</i>
<i>Walter F. Timilty</i>	<i>7th Norfolk</i>
<i>Barry R. Finegold</i>	<i>Second Essex and Middlesex</i>
<i>Colleen M. Garry</i>	<i>36th Middlesex</i>
<i>Bruce J. Ayers</i>	<i>1st Norfolk</i>
<i>Kevin J. Murphy</i>	<i>18th Middlesex</i>
<i>Marc R. Pacheco</i>	<i>First Plymouth and Bristol</i>
<i>Diana DiZoglio</i>	<i>14th Essex</i>
<i>Paul W. Mark</i>	<i>2nd Berkshire</i>
<i>David M. Nangle</i>	<i>17th Middlesex</i>
<i>Marc T. Lombardo</i>	<i>22nd Middlesex</i>
<i>Lori A. Ehrlich</i>	<i>8th Essex</i>
<i>James J. Lyons, Jr.</i>	<i>18th Essex</i>
<i>Tackey Chan</i>	<i>2nd Norfolk</i>
<i>Robert M. Koczera</i>	<i>11th Bristol</i>
<i>Kathleen O'Connor Ives</i>	<i>First Essex</i>
<i>Linda Campbell</i>	<i>15th Essex</i>

<i>Kenneth J. Donnelly</i>	<i>Fourth Middlesex</i>
<i>Frank A. Moran</i>	<i>17th Essex</i>
<i>Edward F. Coppinger</i>	<i>10th Suffolk</i>
<i>Paul McMurtry</i>	<i>11th Norfolk</i>
<i>Josh S. Cutler</i>	<i>6th Plymouth</i>
<i>Michael O. Moore</i>	<i>Second Worcester</i>
<i>Michael F. Rush</i>	<i>Norfolk and Suffolk</i>
<i>James M. Cantwell</i>	<i>4th Plymouth</i>
<i>John J. Mahoney</i>	<i>13th Worcester</i>
<i>Michael D. Brady</i>	<i>9th Plymouth</i>
<i>John J. Lawn, Jr.</i>	<i>10th Middlesex</i>
<i>James E. Timilty</i>	<i>Bristol and Norfolk</i>
<i>James J. O'Day</i>	<i>14th Worcester</i>
<i>Steven M. Walsh</i>	<i>11th Essex</i>
<i>Martin J. Walsh</i>	<i>13th Suffolk</i>
<i>Thomas M. McGee</i>	<i>Third Essex</i>
<i>Katherine M. Clark</i>	<i>Fifth Middlesex</i>
<i>Denise Andrews</i>	<i>2nd Franklin</i>
<i>Nick Collins</i>	<i>4th Suffolk</i>
<i>Thomas A. Golden, Jr.</i>	<i>16th Middlesex</i>
<i>Robert F. Fennell</i>	<i>10th Essex</i>
<i>James R. Miceli</i>	<i>19th Middlesex</i>

**HOUSE . . . . . No. 3385**

By Mr. Costello of Newburyport, a petition (subject to Joint Rule 12) of Michael A. Costello and others for legislation to require certain telecommunications service companies to provide call center service assistance. Telecommunications, Utilities and Energy.

**The Commonwealth of Massachusetts**

**In the Year Two Thousand Thirteen**

An Act relative to incumbent local exchange carriers.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1 SECTION 1. Chapter 159 of the General Laws, as appearing in the 2010 Official Edition,  
2 is hereby amended by inserting after Section 17 the following new section:-

3 SECTION 17A. Every Incumbent Local Exchange Carrier Telecommunications  
4 Company providing telecommunications service shall, using services located within the  
5 commonwealth and their in-service area, provide call center service assistance for the following  
6 services:

- 7 (1) Determining customer financial responsibility;
- 8 (2) Taking requests for new or additional services, requests for repair and  
9 dispatching of troubles, including, but not limited to, Enhanced 911 emergency services;
- 10 (3) Determining deposit required, billing rate, or any other billing related  
11 matters;
- 12 (4) Explaining company rates, regulations, policies, procedures, equipment, and  
13 common practices;
- 14 (5) Investigating trouble order forms and initiating high bill investigations;
- 15 (6) Handling payment and other credit arrangements such as obtaining deposits,  
16 financial statements, and payment plans; and
- 17 (7) Referring customers to social service agencies and other assistance programs.