

HOUSE No. 3116

The Commonwealth of Massachusetts

In the Year Two Thousand Nine

An Act to require telephone companies serving the residents of the commonwealth of Massachusetts to enlarge the type size of the printing used in the telephone directories..

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. That the small print presently used in the telephone directories causes errors
2 to be made in ascertaining the particular digits of telephone numbers, with resulting wrong
3 numbers, frustrations, and sometimes extra toll charges. That in times of emergency, callers
4 should be able to read the names and numbers clearly and quickly. That top priority of telephone
5 companies should be superior service to the public if the company is to be called rightly a
6 “public utility company,” not extra profits from crowding names and numbers on the telephone
7 directories’ pages.