HOUSE No. 1764

The Commonwealth of Massachusetts

PRESENTED BY:

David K. Muradian, Jr.

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 regarding regulation of directory assistance.

PETITION OF:

NAME:	DISTRICT/ADDRESS:	DATE ADDED:
David K. Muradian, Jr.	9th Worcester	1/17/2017
F. Jay Barrows	1st Bristol	12/20/2017
Steven S. Howitt	4th Bristol	12/20/2017
Kate Hogan	3rd Middlesex	12/20/2017
Paul K. Frost	7th Worcester	12/20/2017

HOUSE No. 1764

By Mr. Muradian of Grafton, a petition (accompanied by bill, House, No. 1764) of David K. Muradian, Jr., and others relative to directory assistance charges for handicapped or elderly persons. Telecommunications, Utilities and Energy.

[SIMILAR MATTER FILED IN PREVIOUS SESSION SEE HOUSE, NO. 2901 OF 2015-2016.]

The Commonwealth of Massachusetts

In the One Hundred and Ninetieth General Court (2017-2018)

An Act regarding regulation of directory assistance.

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

- SECTION 1. Chapter 159 of the General Laws, as appearing in the 2012 Official
- 2 Edition, is hereby amended by striking out Section 19A, in its entirety, and inserting, in place
- 3 thereof, the following:
- 4 Section 19A. Directory assistance; handicapped or elderly customers.
- 5 "Customers who are certified handicapped or elderly pursuant to regulations promulgated
- 6 by the department shall be allowed an unlimited number of directory assistance calls without
- 7 charge, and subject to such other terms and conditions as the department finds reasonable;
- 8 provided, however, that no rate, fare, toll or charge for directory assistance service may be
- 9 charged to users of coin operated telephones.

For the purpose of this section, "directory assistance service" or "directory assistance call" shall mean information given to a customer of a telecommunications company to provide such customer with a telephone number for another customer within the commonwealth. A telecommunications company that provides such a service or a service which gives customers information about telephone numbers in another state shall not be required to file a schedule with the department to offer such service and the department shall have no authority to review or approve the offering of the latter such service."