

**HOUSE . . . . . No. 3536**

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**The Commonwealth of Massachusetts**

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PRESENTED BY:

***David K. Muradian, Jr.***

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*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.

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PETITION OF:

NAME:	DISTRICT/ADDRESS:	DATE ADDED:
<i>David K. Muradian, Jr.</i>	<i>9th Worcester</i>	<i>1/16/2025</i>

**HOUSE . . . . . No. 3536**

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By Representative Muradian of Grafton, a petition (accompanied by bill, House, No. 3536) of David K. Muradian, Jr. relative to directory assistance charges for handicapped or elderly persons. Telecommunications, Utilities and Energy.

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[SIMILAR MATTER FILED IN PREVIOUS SESSION  
SEE HOUSE, NO. 3198 OF 2023-2024.]

**The Commonwealth of Massachusetts**

\_\_\_\_\_  
**In the One Hundred and Ninety-Fourth General Court  
(2025-2026)**  
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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:*

1 Chapter 159 of the General Laws, as appearing in the 2012 Official Edition, is hereby  
2 amended by striking out Section 19A, in its entirety, and inserting, in place thereof, the  
3 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.

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