

HOUSE No.

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:
<i>David K. Muradian, Jr.</i>	<i>9th Worcester</i>	<i>1/14/2025</i>

HOUSE No.

[Pin Slip]

[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)**

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 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.

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. " .