

AMENDMENTS TO SENATE BILL NO. 1112

Sponsor: SENATOR TOMLINSON

Printer's No. 1666

1 Amend Bill, page 1, line 8, by inserting after "amended"

2 and the section is amended by adding a subsection

3 Amend Bill, page 1, line 15, by striking out "and" and

4 inserting a comma

5 Amend Bill, page 3, lines 7 through 13, by striking out "The

6 commission shall not promulgate any" in line 7, all of lines 8

7 through 12 and "subscriptions." in line 13

8 Amend Bill, page 3, line 17, by inserting after "given"

9 the emergence of new industry participants,

10 technological changes, electronic means for billing and

11 customer notices, costs of compliance, consumer preference,

12 Amend Bill, page 3, by inserting between lines 20 and 21

13 (c.1) Issues, disputes and appointments.--The following
14 shall apply:

15 (1) If a customer of a retail voice service within the
16 commission's jurisdiction contacts the commission with an
17 issue or dispute with the customer's local exchange
18 telecommunications company, the commission shall forward
19 relevant information to a local exchange telecommunications
20 company-maintained e-mail address. The local exchange
21 telecommunications company shall begin an investigation and
22 make a good faith effort to resolve the issue or dispute in a
23 manner satisfactory to both parties. In the event the issue
24 or dispute is not resolved within 30 days, the local exchange
25 telecommunications company shall inform the commission and
26 the commission shall advise the customer of the option to
27 pursue mediation before the commission.

28 (2) For a service installation or repair appointment for
29 voice service within the commission's jurisdiction, the local
30 exchange telecommunications company shall make a good faith
31 effort to establish a mutually agreeable date and appointment

1 window with the customer. The local exchange
2 telecommunications company shall keep the appointment unless
3 the customer is given advance notice that a change to the
4 appointment is necessary.