
THE GENERAL ASSEMBLY OF PENNSYLVANIA

SENATE BILL

No. 341 Session of
2021

INTRODUCED BY PHILLIPS-HILL, BARTOLOTTA, MARTIN, SCAVELLO,
STEFANO, GORDNER, J. WARD, MENSCH, MASTRIANO, PITTMAN, REGAN,
YUDICHAK, BAKER, VOGEL, AUMENT AND BREWSTER, MARCH 10, 2021

REFERRED TO COMMUNICATIONS AND TECHNOLOGY, MARCH 10, 2021

AN ACT

1 Amending Title 66 (Public Utilities) of the Pennsylvania
2 Consolidated Statutes, in alternative form of regulation of
3 telecommunications services, further providing for additional
4 powers and duties of commission.

5 The General Assembly of the Commonwealth of Pennsylvania
6 hereby enacts as follows:

7 Section 1. Section 3019(c) of Title 66 of the Pennsylvania
8 Consolidated Statutes is amended and the section is amended by
9 adding a subsection to read:

10 § 3019. Additional powers and duties.

11 * * *

12 (c) [(Reserved).] Streamlined regulations for
13 telecommunications carriers.--

14 (1) Notwithstanding any other provisions of this title
15 and subject to paragraph (2), the commission, within 30 days
16 after the effective date of this paragraph, by order
17 published on the commission's publicly accessible Internet
18 website and served upon all certificated telecommunications

1 carriers, shall permanently waive its regulations at 52 Pa.
2 Code Ch. 53 (relating to tariffs for noncommon carriers), §§
3 53.57 (relating to definitions), 53.58 (relating to offering
4 of competitive services), 53.59 (relating to cost support
5 requirements and effective filing dates for tariff filings of
6 noncompetitive services), 53.60 (relating to supporting
7 documentation for promotional offerings, joint or bundled
8 service packages, and toll services) and 53.85 (relating to
9 paper billing fees), as well as all provisions of 52 Pa. Code
10 Chs. 63 (relating to telephone service) and 64 (relating to
11 standards and billing practices for residential telephone
12 service).

13 (2) The waiver of regulations under paragraph (1) shall
14 not apply to the following provisions of 52 Pa. Code:

15 (i) Section 63.37 (relating to operation of the
16 Telecommunications Relay Service System and Relay Service
17 Fund).

18 (ii) Chapter 63 Subchapter L (relating to universal
19 service).

20 (iii) Chapter 63 Subchapter O (relating to
21 abbreviated procedures for review and approval of
22 transfer of control for telecommunications public
23 utilities).

24 (iv) Section 64.23 (relating to standardizing LEC
25 responses to customer contacts alleging unauthorized
26 charges added to the customer's bill (cramming) and
27 unauthorized changes to the customer's long distance
28 carrier (slamming)).

29 (3) The regulations specified in paragraph (2) and any
30 other commission regulations shall remain in effect subject

1 to the commission's authority to alter, amend, waive or
2 rescind the regulations according to applicable law.

3 (4) The commission shall promptly rescind the
4 regulations waived under paragraph (1).

5 (5) With the exception of the regulations specified in
6 paragraph (2), every three years after the effective date of
7 this paragraph, the commission shall undertake a review of
8 all regulations applicable to telecommunications carriers and
9 shall rescind regulations that are no longer necessary or in
10 the public interest. If the commission promulgates any new
11 regulation applicable to telecommunications carriers, then
12 the new regulation must be supported by factual findings and
13 determinations, based on an evidentiary record, demonstrating
14 need for the regulation given the emergence of new industry
15 participants, technological changes, electronic means for
16 billing and customer notices, costs of compliance, consumer
17 preference, the competitive market for telecommunications
18 services and that the benefits of the regulation outweigh the
19 cost to comply with and enforce the regulation.

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

22 (1) If a customer of a retail voice service within the
23 commission's jurisdiction contacts the commission with an
24 issue or dispute with the customer's local exchange
25 telecommunications company, the commission shall forward
26 relevant information to a local exchange telecommunications
27 company-maintained e-mail address. The local exchange
28 telecommunications company shall begin an investigation and
29 make a good faith effort to resolve the issue or dispute in a
30 manner satisfactory to both parties. In the event the issue

1 or dispute is not resolved within 30 days, the local exchange
2 telecommunications company shall inform the commission and
3 the commission shall advise the customer of the option to
4 pursue mediation before the commission.

5 (2) For a service installation or repair appointment for
6 voice service within the commission's jurisdiction, the local
7 exchange telecommunications company shall make a good faith
8 effort to establish a mutually agreeable date and appointment
9 window with the customer. The local exchange
10 telecommunications company shall keep the appointment unless
11 the customer is given advance notice that a change to the
12 appointment is necessary.

13 * * *

14 Section 2. This act shall take effect in 60 days.