

HOUSE No. 3364

By Mr. Quinn of Dartmouth, petition of John F. Quinn relative to customer service of telecommunication companies. Telecommunications, Utilities and Energy.

The Commonwealth of Massachusetts

In the Year Two Thousand and Seven.

AN ACT TO PROMOTE RELIABLE AND HIGH QUALITY TELECOMMUNICATIONS
CUSTOMER SERVICE IN THE COMMONWEALTH.

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 is hereby amended by inserting
2 after section 19E the following new section:—
3 Section 19F. Telephone companies regulated by the Department
4 of Telecommunications and Energy are hereby required to monitor
5 their responses to and requests from consumers for telephone and
6 other telecommunications services. Each telephone company shall
7 reply promptly to all requests for service by consumers. If an
8 appointment is made by the company for a representative of the
9 company to come to the home of a residential customer or to the
10 place of business of a commercial customer, and the company fails
11 to arrive at the home or business for the service call at the appointed
12 day and time, the company shall provide a \$25.00 credit to the cus-
13 tomer's bill. Customers shall not be charged by the company for
14 those days when they do not receive full phone service, which shall
15 be determined by the time of the request or notification to the phone
16 company that the customer's phone service is in need of mainte-
17 nance or restoration. Customers shall not be billed for phone service
18 from the time of the customer's request for phone service mainte-
19 nance, or the customer's notification to the phone company that the
20 customer's phone service is in need of repair, until the time that full
21 service is restored.