

SENATE BILL 718

C5

11r2571
CF HB 529

By: **Senator Garagiola**

Introduced and read first time: February 4, 2011

Assigned to: Finance

Committee Report: Favorable with amendments

Senate action: Adopted

Read second time: March 25, 2011

CHAPTER _____

1 AN ACT concerning

2 **Telephone Companies – Distribution of Telephone Directories to Residential**
3 **Customers**

4 FOR the purpose of providing that a telephone company may not be required to
5 distribute a certain telephone directory to an address in the State unless the
6 property owner or an occupant requests the directory; requiring a telephone
7 company to provide certain notice to a customer if the telephone company elects
8 not to deliver a print telephone directory to the customer at an address in the
9 State; requiring a telephone company to deliver a print telephone directory to a
10 customer at no cost to the customer under certain circumstances; requiring the
11 Public Service Commission to review certain complaints, make certain
12 determinations, and report certain findings and recommendations to certain
13 committees of the General Assembly on or before a certain date; and generally
14 relating to telephone companies and the distribution of telephone directories.

15 BY adding to

16 Article – Public Utilities
17 Section 8–206
18 Annotated Code of Maryland
19 (2010 Replacement Volume)

20 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF
21 MARYLAND, That the Laws of Maryland read as follows:

22 **Article – Public Utilities**

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.

Underlining indicates amendments to bill.

~~Strike out~~ indicates matter stricken from the bill by amendment or deleted from the law by amendment.



1 8-206.

2 (A) THIS SECTION APPLIES TO TELEPHONE DIRECTORIES DISTRIBUTED
3 BY, OR ON BEHALF OF, A TELEPHONE COMPANY OTHER THAN
4 ADVERTISEMENT-BASED BUSINESS DIRECTORIES.

5 (B) A TELEPHONE COMPANY MAY NOT BE REQUIRED TO DISTRIBUTE A
6 TELEPHONE DIRECTORY TO AN ADDRESS IN THE STATE UNLESS THE PROPERTY
7 OWNER OR AN OCCUPANT REQUESTS THE TELEPHONE DIRECTORY.

8 (C) (1) IF A TELEPHONE COMPANY ELECTS NOT TO DISTRIBUTE A
9 PRINT TELEPHONE DIRECTORY TO A CUSTOMER AT AN ADDRESS IN THE STATE,
10 THE TELEPHONE COMPANY SHALL PROVIDE NOTICE AS TO HOW THE CUSTOMER
11 MAY REQUEST A PRINT TELEPHONE DIRECTORY.

12 (2) THE NOTICE REQUIRED UNDER PARAGRAPH (1) OF THIS
13 SUBSECTION SHALL:

14 (I) INCLUDE A TOLL-FREE TELEPHONE NUMBER A
15 CUSTOMER MAY CALL TO REQUEST A PRINT TELEPHONE DIRECTORY; AND

16 (II) BE INCLUDED:

17 1. IN EACH CUSTOMER'S BILL AT LEAST ONCE EACH
18 YEAR;

19 2. ON THE TELEPHONE COMPANY'S WEB SITE; AND

20 3. IN BOLD RED PRINT, ON THE FRONT COVER AND
21 THE TABLE OF CONTENTS PAGE OF ANY PRINT ADVERTISEMENT-BASED
22 BUSINESS DIRECTORY DISTRIBUTED ON BEHALF OF THE TELEPHONE COMPANY
23 THROUGH SEPTEMBER 30, 2016.

24 (3) IF A CUSTOMER REQUESTS A PRINT TELEPHONE DIRECTORY,
25 THE TELEPHONE COMPANY SHALL DELIVER THE PRINT TELEPHONE DIRECTORY
26 TO THE CUSTOMER AT NO COST TO THE CUSTOMER.

27 SECTION 2. AND BE IT FURTHER ENACTED, That, on or before October 1,
28 2013, the Public Service Commission shall:

29 (1) (i) review complaints received from residential customers who
30 have indicated that they have not received a print telephone directory; and

1 (ii) based on the complaints, determine whether the notification
2 requirement under § 8-206 of the Public Utilities Article as enacted by Section 1 of
3 this Act is an adequate way to notify various customer groups, including the elderly
4 and low-income individuals, as to how to request a print telephone directory; and

5 (2) report its findings and recommendations to the Senate Finance
6 Committee and the House Economic Matters Committee, in accordance with § 2-1246
7 of the State Government Article.

8 SECTION ~~2~~ 3. AND BE IT FURTHER ENACTED, That this Act shall take
9 effect October 1, 2011.

Approved:

Governor.

President of the Senate.

Speaker of the House of Delegates.