

Department of Legislative Services  
Maryland General Assembly

FISCAL NOTE

House Bill 1403 (Delegate Pitkin)

Environmental Matters

---

**Telephones - Change of Service Providers and Options**

---

This bill prohibits a telephone company from taking actions on behalf of a customer to change the selection of telephone service providers and options unless the telephone company complies with authorization and confirmation procedures adopted by the Public Service Commission (PSC) and by federal law and regulation. The telephone company must provide a conspicuous notice to the customer informing the customer that a change in providers or options was made. The PSC may require a telephone company to offer a “hold order” or “freeze” to the telephone company’s end-use customers if it determines that a hold order or freeze is necessary to reduce incidents of unauthorized changes in telephone service providers or options. The bill authorizes the PSC to adopt regulations on unauthorized changes in telephone service providers and options that are consistent with federal law. The PSC may impose an administrative penalty not to exceed \$1,000 on a telephone company that violates the provisions of this subtitle.

---

**Fiscal Summary**

**State Effect:** Indeterminate increase in general fund revenues due to the bill’s administrative penalty provision. Any additional workload to the PSC could be handled with existing resources.

**Local Effect:** None.

**Small Business Effect:** None.

---

**Information Source:** Public Service Commission

**Fiscal Note History:**

First Reader - March 20, 1998

Inc

---

Analysis by: Jo Ellan Jordan

Reviewed by: John Rixey

Direct Inquiries to:

John Rixey, Coordinating Analyst

(410) 841-3710

(301) 858-3710