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§8–404.

Unless the telephone company or reseller complies with authorization and confirmation procedures adopted by the Commission and by federal law and regulation, a telephone company or reseller may not, on behalf of a customer:

(1) change, or direct another telephone company or reseller to change, the customer's telephone company or reseller;

(2) select a telecommunications service option for which the telephone company or reseller imposes a charge; or

(3) change the person who bills the customer or the customer's billing arrangement.

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