

By Senator Casas

39-1428-99

1 A bill to be entitled
2 An act relating to telecommunications services;
3 amending s. 364.0252, F.S.; directing the
4 Public Service Commission to inform consumers
5 about specific matters in the
6 telecommunications services market; providing
7 an appropriation; providing an effective date.

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9 Be It Enacted by the Legislature of the State of Florida:

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11 Section 1. Section 364.0252, Florida Statutes, 1998
12 Supplement, is amended to read:

13 364.0252 Expansion of consumer information programs;
14 customer assistance; rulemaking authority.--~~By January 1,~~
15 ~~1999,~~The Florida Public Service Commission shall expand its
16 current consumer information program to inform consumers of
17 their rights as customers of competitive telecommunications
18 services and shall assist customers in resolving any billing
19 and service disputes that customers are unable to resolve
20 directly with the company. The commission may, pursuant to
21 this program, require all telecommunications companies
22 providing local or long distance telecommunications services
23 to develop and provide information to customers. The
24 commission may specify by rule the types of information to be
25 developed and the manner by which the information will be
26 provided to the customers. On July 1, 1999, the Public Service
27 Commission shall undertake a comprehensive and ongoing effort
28 to inform consumers regarding how to protect themselves in a
29 competitive telecommunications market. Of specific concern are
30 informing consumers concerning the availability of the
31 Lifeline and Link-Up Programs for low-income households and

1 alerting consumers to how they can avoid having their service
2 changed or unauthorized charges added to their telephone
3 bills.

4 Section 2. There is appropriated from the Florida
5 Public Service Regulatory Trust Fund to the Public Service
6 Commission the sum of \$1 million and 2 additional positions
7 are authorized for the purpose of carrying out the provisions
8 of this act for Fiscal Year 1999-2000.

9 Section 3. This act shall take effect July 1, 1999.

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SENATE SUMMARY

Directs the Public Service Commission to inform consumers of telecommunications services about how to protect themselves in a competitive market.