

CHAPTER 543

(Senate Bill 299)

AN ACT concerning

Telephones - ~~Change of Service Providers and Options~~ Changes in Telecommunications Service

FOR the purpose of prohibiting certain telephone companies and resellers from taking certain actions on behalf of a customer concerning the customer's selection of ~~telephone service providers and options~~ a telephone company or reseller, telecommunications service options, or the person who bills the customer or the customer's billing arrangement except in compliance with certain procedures; requiring certain notice to be provided to a telephone service customer under certain circumstances; requiring resellers to obtain a certain authorization from the Public Service Commission; imposing certain liabilities on a telephone company or reseller who initiates an unauthorized change in a customer's telephone company, reseller, or telecommunications service options or who initiates an unauthorized change in the person who bills the customer or the customer's billing arrangement; requiring certain telephone companies and resellers to offer a hold order or freeze to certain customers under certain circumstances; authorizing the Public Service Commission to adopt certain regulations; providing for a certain administrative penalty for certain violations; defining certain terms; and generally relating to ~~telephone service providers and changes of service~~ changes in telecommunications service.

BY adding to

Article - Public Utility Companies

Section 8-401 through ~~8-407~~ 8-409, inclusive, to be under the new subtitle "Subtitle 4. ~~Telephone~~ Telecommunications Service Changes"

Annotated Code of Maryland

(1998 Volume)

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

Article - Public Utility Companies**SUBTITLE 4. ~~TELEPHONE~~ TELECOMMUNICATIONS SERVICE CHANGES.**

8-401.

(A) IN THIS SUBTITLE THE FOLLOWING WORDS HAVE THE MEANINGS INDICATED.

(B) "HOLD ORDER" OR "FREEZE" MEANS A DIRECTIVE TO RETAIN: