

~~8-403. 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 ~~PROVIDER OF TELEPHONE SERVICE FOR WHICH THERE ARE MULTIPLE PROVIDERS~~ TELEPHONE COMPANY OR RESELLER; OR

(2) SELECT A ~~TELEPHONE~~ 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.

~~8-405.~~

(A) THIS SECTION APPLIES TO A TELEPHONE COMPANY OR RESELLER THAT INITIATES AN UNAUTHORIZED CHANGE IN VIOLATION OF THIS SUBTITLE IN:

(1) A CUSTOMER'S TELEPHONE COMPANY;

(2) A CUSTOMER'S RESELLER;

(3) A CUSTOMER'S TELECOMMUNICATIONS SERVICE OPTIONS; OR

(4) THE PERSON WHO BILLS THE CUSTOMER OR THE CUSTOMER'S BILLING ARRANGEMENT.

(B) A TELEPHONE COMPANY OR RESELLER THAT IS SUBJECT TO THIS SECTION IS LIABLE:

(1) TO THE CUSTOMER, THE CUSTOMER'S PREVIOUSLY SELECTED TELEPHONE COMPANY OR RESELLER, OR BOTH, AS DETERMINED BY THE COMMISSION, FOR ALL LONG DISTANCE CHARGES, LOCAL EXCHANGE SERVICE CHARGES, PROVIDER SWITCHING FEES, THE VALUE OF ANY PREMIUMS TO WHICH THE CUSTOMER WOULD HAVE BEEN ENTITLED, AND OTHER RELEVANT CHARGES INCURRED BY THE CUSTOMER IN THE FIRST 30 DAYS OF THE UNAUTHORIZED CHANGE; AND

(2) TO THE CUSTOMER'S LOCAL EXCHANGE PROVIDER FOR THE CHANGE FEES FOR THE UNAUTHORIZED CHANGE AND REINSTATING THE CUSTOMER TO THE ORIGINAL TELEPHONE COMPANY OR RESELLER.

~~8-404. 8-406.~~

(A) WHEN A CUSTOMER, OR A TELEPHONE COMPANY OR RESELLER PROVIDING NEW ~~TELEPHONE~~ TELECOMMUNICATIONS SERVICE ON BEHALF OF THE CUSTOMER, MAKES A CHANGE IN ~~TELEPHONE SERVICE PROVIDER~~ THE CUSTOMER'S TELEPHONE COMPANY OR RESELLER, THE TELEPHONE COMPANY OR RESELLER