

OF REDUCING INCIDENTS OF UNAUTHORIZED CHANGES IN ~~TELEPHONE SERVICE PROVIDER OR TELEPHONE SERVICE OPTIONS~~ A CUSTOMER'S TELEPHONE COMPANY, RESELLER, OR TELECOMMUNICATIONS SERVICE OPTIONS, OR IN THE PERSON WHO BILLS THE CUSTOMER OR THE CUSTOMER'S BILLING ARRANGEMENT.

(B) A TELEPHONE COMPANY OR RESELLER THAT IS REQUIRED TO OFFER A HOLD ORDER OR FREEZE SHALL IMPLEMENT THE HOLD ORDER OR FREEZE IN A NONDISCRIMINATORY AND COMPETITIVELY NEUTRAL MANNER THAT DOES NOT GIVE THE TELEPHONE COMPANY OR RESELLER AN ADVANTAGE OVER ITS COMPETITORS IN THE TELECOMMUNICATIONS MARKET.

(C) ALL RULES AND REGULATIONS REGARDING THE IMPLEMENTATION OF A HOLD ORDER OR FREEZE SHALL BE CONSISTENT WITH THE RULES AND REGULATIONS OF THE FEDERAL COMMUNICATIONS COMMISSION.

~~8-406.~~ 8-408.

(A) TO IMPLEMENT THIS SUBTITLE THE COMMISSION MAY ADOPT REGULATIONS ~~ON UNAUTHORIZED CHANGES IN TELEPHONE SERVICE PROVIDERS AND IN TELEPHONE SERVICE OPTIONS~~ TO CARRY OUT THE PROVISIONS OF THIS SUBTITLE THAT ARE CONSISTENT WITH FEDERAL LAW.

(B) THE REGULATIONS MAY INCLUDE:

(1) PROCEDURES FOR A CUSTOMER TO CONFIRM A CHANGE IN ~~TELEPHONE SERVICE PROVIDER~~ THE CUSTOMER'S TELEPHONE COMPANY OR RESELLER MADE BY ANOTHER TELEPHONE COMPANY OR RESELLER ON BEHALF OF THE CUSTOMER;

(2) PROCEDURES FOR A CUSTOMER TO CONFIRM A CHANGE IN ~~TELEPHONE~~ TELECOMMUNICATIONS SERVICE OPTIONS;

~~(3) REGULATION OF SOLICITATION FOR CHANGES IN TELEPHONE SERVICE PROVIDERS AND TELEPHONE SERVICE OPTIONS;~~

(3) PROCEDURES FOR A CUSTOMER TO CONFIRM A CHANGE IN THE PERSON WHO BILLS THE CUSTOMER OR THE CUSTOMER'S BILLING ARRANGEMENT;

(4) PROVISIONS FOR THE DISCLOSURE TO THE CUSTOMER OF THE TERMS OF THE SERVICES OFFERED BY A TELEPHONE COMPANY OR RESELLER;

~~(4)~~ (5) METHODS FOR ENFORCEMENT; AND

~~(5)~~ (6) OTHER PROVISIONS, NOT INCONSISTENT WITH FEDERAL LAW, THAT THE COMMISSION CONSIDERS NECESSARY TO IMPLEMENT THIS SUBTITLE.

~~8-407.~~ 8-409.

(A) A TELEPHONE COMPANY OR RESELLER MAY NOT FAIL OR NEGLECT TO COMPLY WITH THIS SUBTITLE OR WITH A REGULATION ADOPTED UNDER THIS SUBTITLE.

(B) FOR THE PURPOSE OF ENFORCING THE PROVISIONS OF THIS SUBTITLE, THE COMMISSION MAY: