

(1) INSERTING THE NOTICE ON OR WITH THE CUSTOMER'S FIRST BILL FOR WHICH THE CHANGE IS EFFECTIVE; OR

(2) SENDING A SEPARATE NOTICE TO THE CUSTOMER WITHIN ~~40~~ 30 DAYS AFTER THE CHANGE TAKES EFFECT.

(E) A TELEPHONE COMPANY OR RESELLER MAY NOT, ON BEHALF OF A CUSTOMER, FAIL TO MAKE ANY CHANGE IN A CUSTOMER'S TELEPHONE COMPANY, RESELLER, OR TELECOMMUNICATIONS SERVICE OPTIONS, OR IN THE PERSON WHO BILLS THE CUSTOMER OR THE CUSTOMER'S BILLING ARRANGEMENT WHEN THE CHANGE ORDER HAS BEEN RECEIVED IN A MANNER THAT COMPLIES WITH FEDERAL AND STATE RULES AND REGULATIONS. ALL SUCH CHANGE ORDERS SHALL BE PROPERLY PROCESSED TO ASSURE THAT THE ORDER IS COMPLETED AND SERVICE WILL BE PROVIDED BY THE NEW TELEPHONE COMPANY OR RESELLER OF CHOICE WITHIN 15 BUSINESS DAYS OF RECEIPT OF THE COMPLIANT CHANGE ORDER OR AS OTHERWISE NEGOTIATED WITH THE CUSTOMER

8-407.

(A) IF THE COMMISSION DETERMINES THAT A HOLD ORDER OR FREEZE IS NECESSARY, THE COMMISSION MAY REQUIRE A TELEPHONE COMPANY OR RESELLER THAT OPERATES THE NETWORK FACILITIES THAT CONTROL ROUTING, SELECTION, OR BILLING FUNCTIONS NECESSARY TO IMPLEMENT THE HOLD ORDER OR FREEZE TO OFFER THE HOLD ORDER OR FREEZE TO THE TELEPHONE COMPANY'S END-USE CUSTOMERS OR TO THE RESELLER'S END-USE CUSTOMERS AS A METHOD OF REDUCING INCIDENTS OF UNAUTHORIZED CHANGES IN 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 REGULATIONS REGARDING THE IMPLEMENTATION OF A HOLD ORDER OR FREEZE SHALL BE CONSISTENT WITH THE RULES AND REGULATIONS OF THE FEDERAL COMMUNICATIONS COMMISSION.

8-404. 8-407. 8-408.

(A) TO IMPLEMENT THIS SUBTITLE THE COMMISSION MAY ADOPT REGULATIONS NECESSARY TO CARRY OUT THE PROVISIONS OF THIS SUBTITLE ~~THAT ARE CONSISTENT WITH FEDERAL LAW AND REGULATIONS.~~

(B) THE REGULATIONS MAY INCLUDE:

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