

(2) PROCEDURES FOR A CUSTOMER TO AUTHORIZE AND CONFIRM A CHANGE IN TELECOMMUNICATIONS SERVICE OPTIONS MADE BY ANOTHER TELEPHONE COMPANY OR RESELLER ON BEHALF OF THE CUSTOMER;

(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;

(5) METHODS OF ENFORCEMENT BY THE COMMISSION; AND

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

8-408: 8-409.

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

8-409:

(B) FOR THE PURPOSE OF ENFORCING § 8-402 OF THE PROVISIONS OF THIS SUBTITLE, THE COMMISSION MAY:

(1) EXERCISE ANY OF THE POWERS CONFERRED UNDER THIS ARTICLE AGAINST A TOLL TELEPHONE COMPANY OR RESELLER OR TELEPHONE COMPANY; AND

(2) IN THE CASE OF A COMPLAINT FILED AGAINST A TOLL TELEPHONE COMPANY OR RESELLER OR TELEPHONE COMPANY, ORDER THE TOLL TELEPHONE COMPANY OR RESELLER OR TELEPHONE COMPANY TO MAKE REPARATIONS TO THE COMPLAINING PARTY IN ACCORDANCE WITH § 8-405 OF THIS SUBTITLE.

8-410:

(A) IN ADDITION TO ANY OTHER AVAILABLE PENALTY, AND AFTER AN OPPORTUNITY FOR A HEARING, THE COMMISSION MAY ASSESS AN ADMINISTRATIVE PENALTY DIRECTLY ON A TELEPHONE COMPANY OR RESELLER THAT VIOLATES, AS TO CHANGES TO A CUSTOMER'S TELEPHONE COMPANY OR RESELLER OR TELECOMMUNICATIONS SERVICE OPTIONS, THE PROVISIONS OF:

(1) THIS SUBTITLE;

(2) A REGULATION ADOPTED UNDER THIS SUBTITLE; OR

(3) FEDERAL LAW OR REGULATIONS.

(C) IN ADDITION TO ANY OTHER AVAILABLE PENALTY, THE COMMISSION MAY ASSESS DIRECTLY, AFTER AN OPPORTUNITY FOR HEARING, AN ADMINISTRATIVE PENALTY ON A TELEPHONE COMPANY OR RESELLER THAT VIOLATES THE PROVISIONS OF THIS SUBTITLE, OR A REGULATION ADOPTED UNDER THIS SUBTITLE, OR FEDERAL LAW OR REGULATION ON UNAUTHORIZED CHANGES TO A