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### FISCAL IMPACT REPORT

|              |  |             |         |          |               |
|--------------|--|-------------|---------|----------|---------------|
| SPONSOR:     | Eisenstadt                                 | DATE TYPED: | 2/15/00 | HB       |               |
| SHORT TITLE: | Telecommunications Consumer Bill of Rights |             |         | SB       | 185/aSJC/aSFC |
|              |  |             |         | ANALYST: | Valenzuela    |

### APPROPRIATION

| Appropriation Contained |      | Estimated Additional Impact |      | Recurring<br>or Non-Rec | Fund<br>Affected |
|-------------------------|------|-----------------------------|------|-------------------------|------------------|
| FY00                    | FY01 | FY00                        | FY01 |                         |                  |
|                         |      | See Narrative               |      |                         |                  |

(Parenthesis ( ) Indicate Expenditure Decreases)

Duplicates SB 115 Relates to SB 123

### SOURCES OF INFORMATION

LFC Files

General Services Department

Public Regulation Commission

## **SUMMARY**

### Synopsis of Senate Finance Committee Amendment

The Senate Finance Committee (SFC) amendment to the amended Senate Bill 185 strikes the Senate Judiciary Committee (SJC) amendment and replaces Section 4 with a similar, but more refined list of consumer protections for which the Public Regulation Commission (PRC) would be required to promulgate rules. This new section would also provide the PRC with six additional months to promulgate these rules, making the deadline June 30, 2001. The SFC amendment adds a new section stating that complaints alleging violations of the Telecommunications Bill of Rights shall be made with the PRC. Finally, the amendment eliminates the appropriation in the original bill, and makes some minor technical corrections.

### Synopsis of Senate Judiciary Committee Amendment

The Senate Judiciary Committee (SJC) amendment to Senate Bill 185 replaces Section 4 with a similar, but more policy driven itemization of consumer protections for which the Public Regulation Commission (PRC) would be required to promulgate rules. This new section would also provide the PRC with three additional months to promulgate these rules. The amendment also adds a section which grants the state and private entities the right to pursue remedies or causes of action against telecommunication providers under other state or federal laws.

### Synopsis of Bill

Senate Bill 185 creates the "Telecommunications Bill of Rights." The Public Regulation Commission would have to promulgate consumer protection rules by October 1, 2000. Additionally, the bill appropriates \$30.0 to PRC to implement the provisions of the bill and contains an emergency clause.

## **FISCAL IMPLICATIONS**

Aside from the appropriation in the bill, PRC would be required to monitor the actions of telecommunication providers. Consequently, the agency, potentially, may require additional resources to manage the provisions identified in the bill. However, the level of effort required is difficult to estimate due to the uncertainty of the number of complaints consumers file. The PRC does have a 12-member Consumer Relations Division, who is tasked with providing consumer assistance.

MFV/gm/njw