

SENATE BILL NO. 762

October 21, 1997, Introduced by Senators ROGERS, BENNETT, GOUGEON, BULLARD, CISKY, GAST, GEAKE and SHUGARS and referred to the Committee on Technology and Energy.

A bill to amend 1991 PA 179, entitled
"Michigan telecommunications act,"
(MCL 484.2101 to 484.2604) by adding section 202a.

THE PEOPLE OF THE STATE OF MICHIGAN ENACT:

1 SEC. 202A. (1) THE COMMISSION SHALL ESTABLISH PROCEDURES TO
2 ENSURE THAT A CUSTOMER OF A TELECOMMUNICATION PROVIDER IS NOT
3 SWITCHED TO ANOTHER PROVIDER WITHOUT THE CUSTOMER'S WRITTEN CON-
4 FIRMATION OF THE CUSTOMER'S INTENT TO MAKE A SWITCH AND HAS
5 APPROVED THE SPECIFIC DETAILS OF THE SWITCH.
6 (2) THE COMMISSION SHALL ESTABLISH MINIMUM STANDARDS FOR THE
7 FORM AND CONTENT OF ALL DISCLOSURES, EXPLANATIONS, OR SALES
8 INFORMATION DISSEMINATED BY A PERSON SELLING A COMPETITIVE TELE-
9 COMMUNICATION SERVICE TO ENSURE THAT THE PERSON PROVIDES
10 ADEQUATE, ACCURATE, AND UNDERSTANDABLE INFORMATION ABOUT THE

1 SERVICE WHICH ENABLES A CUSTOMER TO MAKE AN INFORMED DECISION
2 RELATING TO THE SOURCE AND TYPE OF SERVICE PURCHASED.

3 (3) THE COMMISSION SHALL REQUIRE PROVIDERS TO CARRY OUT AN
4 EDUCATIONAL PROGRAM FOR CUSTOMERS TO DO ALL OF THE FOLLOWING:

5 (A) INFORM CUSTOMERS OF THE CHANGES IN THE PROVISION OF
6 TELECOMMUNICATION SERVICE, INCLUDING, BUT NOT LIMITED TO, THE
7 AVAILABILITY OF ALTERNATIVE PROVIDERS OF TELECOMMUNICATION
8 SERVICE.

9 (B) INFORM CUSTOMERS OF THE REQUIREMENTS RELATING TO DISCLO-
10 SURES, EXPLANATIONS, OR SALES INFORMATION FOR SELLERS OF COMPETI-
11 TIVE TELECOMMUNICATION SERVICES.

12 (C) PROVIDE ASSISTANCE TO CUSTOMERS IN UNDERSTANDING AND
13 USING THE INFORMATION TO MAKE REASONABLY INFORMED CHOICES ABOUT
14 THEIR TELECOMMUNICATION SERVICE.