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PAY PHONES: REQUIRE NOTIFICATION OF CHARGES

House Bill 4252

Sponsor: Rep. Eileen DeHart

Committee: Energy and Technology

Complete to 3-8-99

A SUMMARY OF HOUSE BILL 4252 AS INTRODUCED 2-11-99

The bill would require toll service providers of pay phones to provide information regarding charges and fees to would-be customers. ("Toll service" refers to long-distance service; however, according to the decision in *In re Procedure and Format for Filing Tariffs Under Michigan Telecommunications Act* [1995] 534 NW2d 194, 210 Mich App 533, the definition of toll service includes not only basic long distance service but could also include optional and large-scale services available from many providers).

Specifically, the bill would require a toll service provider that owned or operated a pay phone or contracted to provide toll services for a pay phone service to provide some form of information sticker for each affected public telephone. The information sticker or card would have to include the name of the toll service provider, a toll-free customer service telephone number, and a statement indicating that the charges imposed by the provider could be obtained by calling the toll-free number. The provider would be required to display or require in its contract that the pay phone service display the information sticker or card on or near each of the pay phones that used that toll service.

The bill would also require that when a customer attempted to make a toll call from a pay phone that used a specific toll service provider, the toll service provider would be required to inform the caller of provider's name and quote the rate, fees, or surcharges applicable to the call, without charge. The provider would have to allow the customer to choose the carrier or provider of his or her choice by transferring the caller, with the caller's permission, to that carrier without charge; or the provider would have to instruct the caller how to reach the carrier of his or her choice by dialing that carrier's 950, 1-800, or 10-XXX access method.

MCL 484.2312c

Analyst: W. Flory

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