

House Bill 2008

Sponsored by Representatives BARNHART, ROSENBAUM

SUMMARY

The following summary is not prepared by the sponsors of the measure and is not a part of the body thereof subject to consideration by the Legislative Assembly. It is an editor's brief statement of the essential features of the measure **as introduced**.

Establishes bill of rights for telecommunications consumers.

A BILL FOR AN ACT

Relating to telecommunications consumer rights.

Whereas a Telecommunications Consumers' Bill of Rights is necessary to clearly state the performance that consumers can expect from telecommunications providers and the services that providers are required to give to their customers; now, therefore,

Be It Enacted by the People of the State of Oregon:

SECTION 1. Section 2 of this 2007 Act is added to and made a part of ORS chapter 759.

SECTION 2. Oregon telecommunications consumers have the following rights:

(1) Consumers have a right to receive clear and complete information about rates, terms and conditions for telecommunications products and services, and to be charged only according to the rates, terms and conditions to which the consumers have agreed.

(2) Consumers have a right to select telecommunications providers and vendors and to have those selections respected by telecommunications utilities.

(3) Consumers have a right to personal privacy, including a right to protection from the unauthorized use of consumer records and personal information, and a right to reject intrusive communications and technology.

(4) Consumers have a right to participate in public policy proceedings involving telecommunications utilities and the Public Utility Commission or other agencies that regulate telecommunications utilities.

(5) Consumers have a right to accurate and understandable bills for products and services that they authorize, and a right to fair, prompt and courteous customer assistance and redress.

(6) Consumers have a right to be treated equally to other similarly situated consumers, free of prejudice or disadvantage.

(7) Consumers have a right to safety and security of their persons and property.

(8) Consumers have a right to be informed of the rights described in this section and of the identity of agencies charged with the duty of enforcing those rights and a right to effective recourse if the rights described in this section are violated.

NOTE: Matter in **boldfaced** type in an amended section is new; matter [*italic and bracketed*] is existing law to be omitted. New sections are in **boldfaced** type.