

Senate Bill 86

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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**.

Authorizes Public Utility Commission to assume primary responsibility for resolving consumer complaints relating to consumer authorization for telecommunications services charges and related charges. If commission assumes responsibility, directs commission to adopt rules establishing standards and requirements for obtaining consumer authorization for telecommunications services charges and related charges. Provides that rules, if adopted, must establish procedures for resolving consumer complaints and prescribe remedies for unauthorized charges.

A BILL FOR AN ACT

1
2 Relating to telecommunications.

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

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

5 **SECTION 2. (1) The Public Utility Commission may by rule assume primary responsibility**
6 **for resolving consumer complaints relating to consumer authorization for charges for tele-**
7 **communications services or other goods and services that are included in bills for telecom-**
8 **munications services.**

9 **(2) If the commission assumes primary responsibility for resolving consumer complaints**
10 **relating to consumer authorization for charges for telecommunications services or other**
11 **goods and services that are included in bills for telecommunications services, the commission**
12 **shall adopt rules:**

13 **(a) Establishing standards and requirements for telecommunications carriers to obtain**
14 **consumer authorization for charges for telecommunications services and other goods and**
15 **services included in bills for telecommunications services;**

16 **(b) Establishing procedures for resolving consumer complaints about unauthorized**
17 **charges for telecommunications services or other goods and services included in bills for**
18 **telecommunications services; and**

19 **(c) Prescribing remedies for consumers charged for telecommunications services or other**
20 **goods and services for which the telecommunications carrier has not obtained the authori-**
21 **zation from the consumer that is required by rules adopted under paragraph (a) of this**
22 **subsection. The remedies prescribed pursuant to this section may not include fees, fines or**
23 **penalties that are payable to the commission.**

24 **(3) Rules adopted under this section may treat charges for retail telecommunications**
25 **services differently from charges for other goods and services.**

26 **(4) As used in this section, "retail telecommunications service" and "telecommunications**
27 **carrier" have the meanings given those terms in ORS 759.400.**
28

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.