

# HOUSE BILL 529

C5

(11r1813)

## ENROLLED BILL

— Economic Matters/Finance —

Introduced by **Delegates A. Miller, Afzali, Alston, Arora, Barkley, Barve, Boteler, Carr, Clippinger, Cullison, Dumais, Feldman, George, Gilchrist, Glass, Hammen, Ivey, Kaiser, A. Kelly, Kramer, Lee, Luedtke, Niemann, O'Donnell, Olszewski, Pena-Melnyk, Reznik, S. Robinson, Serafini, Summers, F. Turner, Valderrama, Valentino-Smith, and Zucker**

Read and Examined by Proofreaders:

\_\_\_\_\_  
Proofreader.

\_\_\_\_\_  
Proofreader.

Sealed with the Great Seal and presented to the Governor, for his approval this

\_\_\_\_\_ day of \_\_\_\_\_ at \_\_\_\_\_ o'clock, \_\_\_\_\_ M.

\_\_\_\_\_  
Speaker.

### CHAPTER \_\_\_\_\_

1 AN ACT concerning

2 **Telephone Companies – Distribution of Telephone Directories to Residential**  
3 **Customers**

4 FOR the purpose of providing that a telephone company may not be required to  
5 distribute a certain telephone directory to an address in the State unless the  
6 property owner or an occupant requests the directory; requiring a telephone  
7 company to provide certain notice to ~~customers~~ a customer if the telephone  
8 company elects not to deliver a *print* telephone directory to ~~each~~ the customer at  
9 an address in the State; requiring a telephone company to deliver a print  
10 telephone directory to a customer at no cost to the customer under certain

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#### EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.

Underlining indicates amendments to bill.

~~Strike out~~ indicates matter stricken from the bill by amendment or deleted from the law by amendment.

*Italics* indicate opposite chamber/conference committee amendments.



1 circumstances; requiring the Public Service Commission to review certain  
 2 complaints, make certain determinations, and report certain findings and  
 3 recommendations to certain committees of the General Assembly on or before a  
 4 certain date; and generally relating to telephone companies and the distribution  
 5 of telephone directories.

6 BY adding to

7 Article – Public Utilities  
 8 Section 8–206  
 9 Annotated Code of Maryland  
 10 (2010 Replacement Volume)

11 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF  
 12 MARYLAND, That the Laws of Maryland read as follows:

13 **Article – Public Utilities**

14 **8–206.**

15 (A) THIS SECTION APPLIES TO TELEPHONE DIRECTORIES DISTRIBUTED  
 16 BY, OR ON BEHALF OF, A TELEPHONE COMPANY OTHER THAN  
 17 ADVERTISEMENT–BASED BUSINESS DIRECTORIES.

18 (B) A TELEPHONE COMPANY MAY NOT BE REQUIRED TO DISTRIBUTE A  
 19 TELEPHONE DIRECTORY TO AN ADDRESS IN THE STATE UNLESS THE PROPERTY  
 20 OWNER OR AN OCCUPANT REQUESTS THE TELEPHONE DIRECTORY.

21 (C) (1) IF A TELEPHONE COMPANY ELECTS NOT TO DISTRIBUTE A  
 22 PRINT TELEPHONE DIRECTORY TO EACH A CUSTOMER AT AN ADDRESS IN THE  
 23 STATE, THE TELEPHONE COMPANY SHALL PROVIDE NOTICE AS TO HOW A THE  
 24 CUSTOMER MAY REQUEST A PRINT TELEPHONE DIRECTORY.

25 (2) THE NOTICE REQUIRED UNDER PARAGRAPH (1) OF THIS  
 26 SUBSECTION SHALL:

27 (I) INCLUDE A TOLL–FREE TELEPHONE NUMBER A  
 28 CUSTOMER MAY CALL TO REQUEST A PRINT TELEPHONE DIRECTORY; AND

29 (II) BE INCLUDED:

30 1. WITH CUSTOMER BILLS IN EACH CUSTOMER’S  
 31 BILL AT LEAST ONCE EACH YEAR; AND

32 2. ON THE TELEPHONE COMPANY’S WEB SITE ; AND

1                                   **3. IN BOLD RED PRINT, ON THE FRONT COVER AND**  
 2 **THE TABLE OF CONTENTS PAGE OF ANY PRINT ADVERTISEMENT-BASED**  
 3 **BUSINESS DIRECTORY DISTRIBUTED ON BEHALF OF THE TELEPHONE COMPANY**  
 4 **THROUGH SEPTEMBER 30, 2016.**

5                                   **(3) IF A CUSTOMER REQUESTS A PRINT TELEPHONE DIRECTORY,**  
 6 **THE TELEPHONE COMPANY SHALL DELIVER THE PRINT TELEPHONE DIRECTORY**  
 7 **TO THE CUSTOMER AT NO COST TO THE CUSTOMER.**

8                                   SECTION 2. AND BE IT FURTHER ENACTED, That, on or before October 1,  
 9 2013, the Public Service Commission shall:

10                                   (1) (i) review complaints received from residential customers who  
 11 have indicated that they have not received a print telephone directory; and

12                                   (ii) based on the complaints, determine whether the notification  
 13 requirement under § 8-206 of the Public Utilities Article as enacted by Section 1 of this  
 14 Act is an adequate way to notify various customer groups, including the elderly and  
 15 low-income individuals, as to how to request a print telephone directory; and

16                                   (2) report its findings and recommendations to the Senate Finance  
 17 Committee and the House Economic Matters Committee, in accordance with § 2-1246  
 18 of the State Government Article.

19                                   SECTION ~~2~~ 3. AND BE IT FURTHER ENACTED, That this Act shall take  
 20 effect October 1, 2011.

Approved:

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Governor.

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Speaker of the House of Delegates.

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President of the Senate.