

HB 2191 -- Anticramming Protection Act

Sponsor: Walsh

This bill establishes the Anticramming Protection Act which requires any entity that offers a product or service to a consumer that is charged to or collected from a consumer's telephone bill to conform to several consumer protection conditions including disclosure of all terms, conditions, and charges of the product or service; obtaining explicit consent of the customer; providing a toll-free number for questions and cancellation purposes; verification of the customer's identity; and other requirements specified in the bill.

Services and products by a telecommunication company and its affiliates or an affiliated cable or video service provider and certain commercial mobile radio service providers licensed by the Federal Communications Commission will be exempt from the provisions of the bill. Message telecommunications service charges, collect calls, or charges for video services if the provider has the necessary records to establish the billing will also be exempt. The record-keeping requirements regarding every disputed charge for a product or service placed on a consumer's bill are specified in the bill.

Any service provider or billing agent who violates a provision of the bill will be guilty of an unlawful practice.