

## **Telecommunications Consumer Bill of Rights**

1. **Right of Disclosure:** Consumers have the right to receive clear and complete terms and conditions for service agreements and disclosures of prices for goods and services, and to affirmatively accept all terms and conditions before being charged for services.
2. **Right of Choice:** Consumers have the right to select their service vendors, and to have the choice respected by industry.
3. **Right of Privacy:** Consumers have the right to personal privacy, to protection from unauthorized use of their records and personal information, and to reject intrusive communications and technology.
4. **Right of Accurate, Clearly Worded and Organized Bills:** Consumers have the right to be accurately billed for services they authorize. Vendors of telecommunications services shall provide clearly worded and organized bills.
5. **Right of Timely Redress:** Consumers have the right to dispute charges or services. Vendors of telecommunications services shall provide clear information on customer bills explaining how and where consumers can complain. Consumers shall have their complaints addressed in a timely manner and without harassment.
6. **Right of Timely Installation, Restoration and Repair Service:** Consumers have the right to timely installation of new services, and restoration and repair of existing services. Consumers have the right to an order confirmation number.
7. **Right of Priority Restoration for Registered Medical or Life-threatening Conditions:** Consumers have the right to priority restoration of restricted basic service for medical or life-threatening conditions. Consumers must notify their Vendor that such a condition exists and request placement on a priority restoral list. Priority restoration does not negate consumers' responsibility to pay for services but does allow for a minimum payment plan.
8. **Right of Timely and Responsive Customer Service:** Consumers have the right to timely customer service from knowledgeable employees. Consumers have the right to be treated with courtesy and respect. Consumers have the right to speak to a Vendor supervisor if dissatisfied with customer service, and to be informed of this right during the initial complaint process. Consumers have the right to file a complaint with WUTC if the problem is not resolved after speaking with a supervisor, and to be informed of this right during the initial complaint process.
9. **Right of Quality Service:** Consumers have the right to quality service. Local telephone companies must provide and list in their directory a 24-hour repair service number. Consumers have the right to access Vendors' annual quality of service reports.
10. **Right of Basic Local Service:** Consumers have the right to affordable basic local service. Vendors of local telephone service can not deny service based on race, gender, marital status, income, or service location. Vendors must inform customers of low-income telephone assistance programs and offer payment plans.
11. **Right to a Second Chance:** Consumers have the right to a second chance. Vendors cannot deny service or disconnect local basic service except for: nonpayment of local service charges; failure to meet a deferred payment plan; interference with the service of others; continued operation of nonstandard equipment after notification; failure to pay a deposit; or falsification of application information.

12. Right of Public Participation: Consumers have the right to participate in public policy proceedings and shall be informed of the means to participate.
13. Right of Oversight and Enforcement: Consumers have the right to be informed of their rights and what agency enforces those rights. Consumers have the right to address how well the state and federal regulators monitor and implement consumer protections on their behalf.
14. Right of Accommodation: Consumers have the right to accommodation for disabilities and for language translation.