

Resolution Supporting the Goals of Full and Open Disclosure for
Consumer Telephone Bills

WHEREAS, The National Association of Regulatory Utility Commissioners (NARUC) consistently seeks and supports efforts at the State and federal level designed

- to empower telecommunications consumers with the tools necessary to make informed decisions;
- to empower consumers to take advantage of an increasingly competitive telecommunications market;
- to protect consumers from being confused or misled by unscrupulous telecommunications carriers or service providers; and

WHEREAS, At its July 2000 Summer Meeting in Los Angeles, California, the NARUC Board of Directors adopted a "Resolution Encouraging States to Consider the Rational and Systematic Approach to Customer Protection Expressed in the Truth-in-Billing Model Rules"; and

WHEREAS, The model rule outlined elements critical for inclusion in telecommunications billing rules designed to minimize consumer confusion and to encourage consumer-friendly billing practices; and

WHEREAS, The Honorable Senator John D. Rockefeller IV introduced the Phone Bill Fairness Act (S. 1825) in the 106th Congress; and

WHEREAS, This bill reflects principles regarding the need for consumer empowerment and protection as the competitive market forces envisioned with the passage of the Telecommunications Act of 1996 begin to unfold; and

WHEREAS, NARUC finds similarities between the goals expressed in the Phone Bill Fairness Act and the approach outlined by the Truth-in-Billing model rule; and

WHEREAS, The existence of clear information concerning the nature of telecommunications services and the charges associated therewith continue to be the best defense against telecommunications fraud; and

WHEREAS, NARUC desires to encourage continued efforts being undertaken to further consumer awareness and protection; *now therefore be it*

RESOLVED, That the Board of Directors of the National Association of Regulatory Utility Commissioners (NARUC) convened in its 2001 Winter Committee Meetings in Washington D.C., reiterates the principals espoused in the July 2000 resolution, referenced above, which protects and empowers consumers of telecommunications services; *and be it further*

RESOLVED, That NARUC appreciates and supports the efforts of Senator Rockefeller to promote the goals of full and open disclosure in telephone bills in the 107th Congress, as reflected in S. 1825 from the 106th Congress, and offers the cooperation and assistance of its members to implement these goals; *and be it further*

RESOLVED, That NARUC will encourage all Congressional efforts to implement those principles.

Sponsored by the Committee on Consumer Affairs

Adopted by the NARUC Board of Directors, February 28, 2001.