



DRA

*Division of Ratepayer Advocates
California Public Utilities Commission*

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Dana S. Appling, Director

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Honorable Ira Ruskin
State Capitol, Room 4139
Sacramento, CA 95814

RE: AB 1010 (Ruskin) Support

Dear Assembly Member Ruskin:

The Division of Ratepayer Advocates (DRA) supports your AB 1010, which would require providers of mobile telephony services to extend to new, and under specified circumstances, existing customers, a minimum 30-day grace period during which the customer may terminate the service agreement if the customer finds that the service quality is unsatisfactory. Such termination of service would be without cost or penalty to the customer; however the customer would be responsible for those services used prior to termination. This bill would also require providers of mobile telephony services to provide customers with reasonable notice of the right to terminate the agreement during this 30-day grace period.

Protecting consumer rights is paramount. A 30-day grace period will enable consumers to effectively evaluate wireless service quality and performance before entering into a lengthy service agreement, the only relief from which, under current law, is an exorbitant penalty.

As you know, this 30-day grace period is not provided for by the California Public Utilities Commission's recently adopted Consumer Protection Initiative (CPI). Your bill would augment the CPI efforts by providing California consumers with the critical *right* to determine whether their wireless service is operating in a satisfactory manner and to cancel that service, without penalty, if service quality is unsatisfactory.

DRA also supports this bill because it would have the ancillary effect of enhancing competition by enabling customers to compare and choose a service that provides the best service quality. Finally, because customers that terminate their service agreement within the 30-day grace period would be responsible for those services used prior to termination, AB 1010 would not disadvantage mobile telephony services.

If you have any questions or would like to discuss this matter further, please call Matthew Marcus our Legislative Director at (916) 327-3455 or me at (415) 703-2544.

Sincerely,

Dana S. Appling, Director
Division of Ratepayer Advocates