



## **DRA**

*Division of Ratepayer Advocates  
California Public Utilities Commission*

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**Dana S. Appling, Director**

<http://ora.ca.gov>

June 15, 2006

Honorable Martha Escutia  
California State Senate  
State Capitol, Room 5080  
Sacramento, CA 95814

**RE: SB 1068 (Escutia) Support**

Dear Senator Escutia:

The Division of Ratepayer Advocates supports your SB 1068, which would require telecommunication service providers to provide basic information to its customers regarding the key terms and conditions of contracts, provide transparent, understandable information on bills and to provide contract and billing information in non-English languages consistent with the providers' marketing practices.

By ensuring that customers have the basic information to know what they are signing up and paying for, and in a language that is understandable to the customer and consistent with the language used in marketing, this bill will allow customers to better choose the services they want, better control their costs, reduce unfair marketing and billing practices and promote greater competition among service providers. This bill would provide these necessary protections for consumers without unduly burdening telecommunications service providers.

As you are aware, the California Public Utilities Commission (Commission) adopted a telecommunications consumer Bill of Rights, with the intent of providing basic, universal protections for California's citizens and businesses. The Commission considered and, unfortunately, rejected provisions similar to those contained in SB 1068. This bill will mitigate that error in judgment on the Commission's part, and place meat on the bones of the Commission's Bill of Rights. The Division of Ratepayer Advocates supports your bill and looks forward to working with you to pass this important legislation.

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