

House Bill 1149

By: Representatives Buckner of the 82nd, Snow of the 1st, Barnes of the 84th, Post 2, Dodson of the 84th, Post 1, Manning of the 32nd, and others

A BILL TO BE ENTITLED
AN ACT

1 To amend Part 1 of Article 2 of Chapter 5 of the Official Code of Georgia Annotated,
2 relating to general provisions relative to telephone service, so as to require
3 telecommunications companies to inform customers of the procedures for disputing charges
4 billed by such companies; to provide that violation shall constitute an unfair trade practice;
5 to provide for related matters; to repeal conflicting laws; and for other purposes.

6 BE IT ENACTED BY THE GENERAL ASSEMBLY OF GEORGIA:

7 **SECTION 1.**

8 Part 1 of Article 2 of Chapter 5 of the Official Code of Georgia Annotated, relating to general
9 provisions relative to telephone service, is amended by inserting at the end thereof a new
10 Code Section 46-5-28 to read as follows:

11 "46-5-28.

12 (a) Each telecommunications company shall devise and implement a policy and procedure
13 which provides that in each instance in which a customer calls the company to question a
14 charge for telephone service billed by the company, such customer is given immediate
15 disclosure of the process for disputing a charge as provided by company policy.

16 (b) Willful violation of subsection (a) of this Code section shall constitute an unfair trade
17 practice in violation of Code Section 10-1-393."

18 **SECTION 2.**

19 All laws and parts of laws in conflict with this Act are repealed.