

1 HB279
2 216064-1
3 By Representative Sells
4 RFD: Transportation, Utilities and Infrastructure
5 First Read: 08-FEB-22

SYNOPSIS: This bill would require the Alabama Public Service Commission to establish a website providing for the submission of user complaints relating to cellular telephone service.

This bill would also require the Alabama Public Service Commission to forward information collected by the website to cellular telephone service providers.

A BILL
TO BE ENTITLED
AN ACT

Relating to cellular telephone service; to require the Alabama Public Service Commission to establish a website for the purpose of collecting information from cellular telephone service users relating to diminished service; and to require the Alabama Public Service Commission to forward collected data to cellular telephone service providers.

BE IT ENACTED BY THE LEGISLATURE OF ALABAMA:

1 Section 1. (a) The Alabama Public Service Commission
2 shall establish a website providing for the submission of user
3 complaints relating to cellular telephone service. The Alabama
4 Public Service Commission shall send all data collected from
5 the submission of any complaints, except for personal
6 identifying information, to the corresponding cellular
7 telephone service provider.

8 (b) The website established pursuant to subsection
9 (a) shall query users regarding all of the following:

10 (1) The nature of the lack of service or the
11 incidence of diminished service, including whether the service
12 affected included talk, text, or data issues. The website
13 shall provide users with the opportunity to explain, in
14 detail, their experience with the diminished cellular
15 reception or service.

16 (2) The area of the affected service, including the
17 names of the municipality or county where the service issues
18 were experienced, and including any information entered by the
19 user concerning nearby mile markers, interstate exit numbers,
20 landmarks, or street or road names. The website shall provide
21 users with the opportunity to enter an exact location using
22 GPS coordinates.

23 (3) The state in which the cellular device was
24 purchased.

25 (4) The name of the service provider with which the
26 user experienced diminished cellular reception or service.

1 Section 2. This act shall become effective on the
2 first day of the third month following its passage and
3 approval by the Governor, or its otherwise becoming law.