

HOUSE RESEARCH

Bill Summary

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Subject: Wireless customer consumer protections

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Overview

House File 1692 creates a new section establishing additional consumer protections for customers of wireless communication services. The bill requires that customers of wireless communications services be allowed 60 days to opt out of any substantive change in a service contract's terms or conditions that results in an increased charge to the customer.

Section

1 Consumer protections for wireless customers.

Subdivision 1. Definitions. Defines terms used in this section, including "contract" and "substantive change."

Subd. 2. Copy of contract. Requires a wireless service provider to provide a written contract of a customer's contract to the customer within 15 days after the date it is entered into. The provider must maintain verification that the customer accepted the contract terms for the duration of the contract.

Subd. 3. Notice of substantive change; customer may opt out. Requires a wireless service provider to notify customers in writing 60 days in advance of any change in a service contract's terms or conditions that results in an increased charge to the customer. During this period, consumers may elect to opt out and terminate the contract, in writing, without penalty. Otherwise, the modified service contract becomes

Section

effective.

2 **Effective date.** Section 1 is effective on July 1, 2004, and applies to all contracts entered into on or after May 1, 2004.