

2018 Regular Session

SENATE BILL NO. 551

BY SENATOR ALLAIN

TELECOMMUNICATIONS. Provides relative to cell phone charges when provider discontinues service by error. (8/1/18)

AN ACT

To enact Chapter 31 of Title 51 of the Louisiana Revised Statutes of 1950, to be comprised of R.S. 51:2101, relative to wireless telecommunications service; to provide relative to service discontinued or suspended based on provider error; to provide for certain charges and fees; to provide for certain terms and conditions; and to provide for related matters.

Be it enacted by the Legislature of Louisiana:

Section 1. Chapter 31 of Title 51 of the Louisiana Revised Statutes of 1950, comprised of R.S. 51:2101, is hereby enacted to read as follows:

**§2101. Wireless telecommunications service; discontinued or suspended**

**A. When service to a wireless telecommunications device is discontinued or suspended based on provider error, the provider shall not collect from the customer the monthly service charge or fee for the month in which service was discontinued or suspended. If the customer chooses to continue service with the provider, the provider shall not charge the customer for the establishment or reactivation of service.**

**B. For the purposes of this Section, "wireless telecommunications**

1        **device" means a cellular telephone, a text-messaging device, a personal digital**  
2        **assistant, a tablet computer, or any other substantially similar wireless device.**

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The original instrument and the following digest, which constitutes no part  
of the legislative instrument, were prepared by Michelle Ridge.

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	DIGEST	
SB 551 Original	2018 Regular Session	Allain

Proposed law provides that when service to a wireless telecommunications device is discontinued or suspended based on provider error, the provider shall not collect from the customer the monthly service charge or fee for the month in which service was discontinued or suspended.

Proposed law provides that if the customer chooses to continue service with the provider, the provider shall not charge the customer for the establishment or reactivation of service.

Proposed law defines "wireless telecommunications device" as a cellular telephone, a text-messaging device, a personal digital assistant, a tablet computer, or any other substantially similar wireless device.

Effective August 1, 2018.

(Adds R.S. 51:2101)