

# MAINE STATE LEGISLATURE

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# 122nd MAINE LEGISLATURE

## FIRST REGULAR SESSION-2005

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Legislative Document

No. 642

S.P. 197

In Senate, February 8, 2005

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### **An Act To Limit Telephone Utility Expenses Related to the Relocation of Call Centers**

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Reference to the Committee on Utilities and Energy suggested and ordered printed.

A handwritten signature in black ink, reading 'Joy J. O'Brien'.

JOY J. O'BRIEN  
Secretary of the Senate

Presented by Senator GAGNON of Kennebec.  
Cosponsored by Representative FLETCHER of Winslow and  
Representatives: CANAVAN of Waterville, FINCH of Fairfield, McLEOD of Lee,  
RICHARDSON of Skowhegan, THOMPSON of China.

2           **Be it enacted by the People of the State of Maine as follows:**

4           **Sec. 1. 35-A MRSA §7508** is enacted to read:

6           **§7508. Service to call centers; payment of system costs**

8           The costs of upgrading a telephone system or network or  
10 installing a new or expanded telephone system or network to  
12 accommodate a call center that has relocated from one location  
14 within the State to another location within the State must be  
16 charged by the telephone utility to the owner or operator of that  
18 call center and may not be charged to any other customer. For  
20 purposes of this section, "call center" means a business facility  
22 primarily devoted to making or receiving business calls. This  
24 section applies only when an upgrade or installation is requested  
26 by the relocating call center or is necessary to accommodate the  
28 relocated call center. The commission may adopt rules necessary  
30 to implement this section, including rules governing the  
32 determination of when an upgrade or installation is undertaken to  
accommodate a call center and the calculation of the costs of  
such upgrades or installations. Rules adopted pursuant to this  
section are routine technical rules as defined in Title 5,  
chapter 375, subchapter 2-A.

26   **SUMMARY**

28           This bill provides that the costs of upgrading or installing  
30 a new or expanded telephone system or network to accommodate a  
32 call center that has relocated from one location within the State  
to another location within the State must be charged by the  
telephone utility to the owner or operator of that call center  
and may not be charged to any other customer.