

HB 765 -- Missouri Wireless Telephone Consumer Protection Act

Sponsor: Grill

This bill establishes the Missouri Wireless Telephone Consumer Protection Act. In its main provisions, the bill:

(1) Requires wireless telecommunications carriers at the time of sale to provide a coverage map; conspicuously disclose the price and all charges for the service including any amount charged for long distance calls, activation fees, access charges, roaming charges, and additional minutes; and conspicuously disclose early termination fees and contract provisions related to possible price changes;

(2) Requires the Attorney General within 180 days of the effective date of the bill to adopt rules and regulations requiring that any publication, including any publication on the Internet, of any wireless carrier specify in plain language information on all charges, all information related to the treatment of minutes in any plan, all contract and fee information, and any information concerning early termination or price changes;

(3) Requires carriers to provide bills to customers specifying in plain language the products and service charges and requires bills to conform with formats established by the Attorney General;

(4) Requires a carrier to provide, upon request, an itemized bill to a customer at no cost;

(5) Requires bills for wireless services to list government-mandated charges and taxes in a separate section;

(6) Prohibits a carrier from including on a customer's bill any charges for goods or services that the carrier bills on behalf of a third party, unless the carrier obtained the customer's prior consent to include those charges. If disputed, a customer will not be required to pay the charges unless the carrier can provide evidence of the customer's authorization. If the customer's acceptance of a good, service, or promotion offered by the carrier results in an extension of the contract term or the creation of a new contract, the carrier must disclose this to the customer at the time of acceptance; and

(7) Specifies that any contract covered by these provisions will be invalid and void if the carrier fails to comply with any requirement related to disclosure of information.