

CHAPTER 26. SUBSTANTIVE RULES APPLICABLE TO TELECOMMUNICATIONS SERVICE PROVIDERS.

Subchapter B. CUSTOMER SERVICE AND PROTECTION.

§26.26. Foreign Language Requirements.

- (a) **Notification requirement.** A certificated telecommunications utility (CTU) shall inform Spanish-speaking applicants and customers how they can get the information in subsection (b)(1), (2), (3), and (6) of this section in Spanish. This may be accomplished by an informational sentence (tagline) in English and Spanish indicating that the information is available in Spanish, upon request.
- (b) **Spanish information requirement.** A CTU shall provide the following in Spanish, upon the request of an applicant or customer:
 - (1) applicant and customer rights information contained in this subchapter;
 - (2) information on rates, key terms and conditions;
 - (3) new services, discount programs, and promotions;
 - (4) access to repair service and customer service;
 - (5) answers to billing inquiries; and
 - (6) ballots for services requiring a vote by ballot.
- (c) **Additional information requirement.** A CTU that advertises, promotes, or markets a service or product in any language other than English or Spanish shall provide the information in subsection (b) of this section related to that service or product in that language, upon the request of an applicant or customer.
- (d) **Non-dominant certificated telecommunications utility (NCTU) implementation.** NCTUs shall implement this section no later than March 1, 2001.