

CHAPTER 704

S.B. No. 162

AN ACT

relating to a requirement that an operator service make a live operator available.

*Be it enacted by the Legislature of the State of Texas:*

SECTION 1. Section 18A, Public Utility Regulatory Act (Article 1446c, Vernon's Texas Civil Statutes), is amended by amending Subsection (h) and adding Subsection (i) to read follows:

(h) *Except as provided by Subsection (i) of this section, this [This] section applies only to a telecommunications utility that is not a dominant carrier. The commission is granted all necessary power and authority under this Act to promulgate rules and establish procedures for the purposes of enforcing and implementing this section.*

(i) *Each dominant or nondominant telecommunications utility that provides operator service shall ensure that a caller may access a live operator at the beginning of all live or mechanized operator assisted calls through a method designed to be easily and clearly understandable and accessible to the caller. A telecommunications utility shall submit to the commission the method by which the utility will provide access to a live operator for review. This subsection applies regardless of the method by which the telecommunications utility provides the operator service. The requirements of this subsection shall not apply to telephones located in prison or jail facilities.*

SECTION 2. This Act takes effect September 1, 1993.

SECTION 3. The importance of this legislation and the crowded condition of the calendars in both houses create an emergency and an imperative public necessity that the constitutional rule requiring bills to be read on three several days in each house be suspended, and this rule is hereby suspended.

Passed the Senate on February 25, 1993, by a viva-voce vote; passed the House on May 26, 1993, by a non-record vote.

Approved June 16, 1993.

Effective Sept. 1, 1993.