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The May Revision revises the Governor's Budget to reflect the final Telecommunications Consumer Bill of Rights decision adopted by the Public Utilities Commission (PUC). Based on a draft version of the Bill of Rights, the January Governor's Budget includes \$9.91 million and 28.0 positions for a consumer education campaign and increased enforcement. The May Revision proposes an additional \$2.85 million, for a total of \$12.76 million, for Bill of Rights implementation.

- 2005-06 No Change
- 2006-07 \$2.85 million

Telecommunications Consumer Bill of Rights

The May Revision proposes an increase of \$2.85 million PUC Utilities Reimbursement Account to implement the Telecommunications Consumer Bill of Rights adopted by the PUC on March 2, 2006. The Bill of Rights focuses on enhancing education and enforcement efforts, rather than establishing new regulations that could discourage technological innovation. Additional enforcement activities will protect consumers against fraudulent behavior by telecommunication companies. Education and outreach efforts will provide information to consumers to enable them to make informed choices among the wide variety of telecommunication services. The Bill of Rights directs the PUC to specifically address the unique needs of non-English speaking and low-income consumers. This proposal includes \$1.7 million for a database system to enhance the effectiveness of the PUC's

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complaint resolution process and \$500,000 to evaluate the effectiveness of the consumer education campaign.