
MPSC Modifies Procedures for Changing Telecommunications Service Providers

April 16, 2009

The Michigan Public Service Commission (MPSC) today adopted modifications to its procedures for customers to change telecommunications service providers, strengthening consumer protections.

On March 5, the MPSC said it was seeking public comments on possible adoption of new federal requirements by the Federal Communications Commission (FCC).

Among other things, the FCC's new rule requires a statement of the date of the verification call during the verification process; expands the disclosure obligations of third party verifiers when customers have questions during the verification; and otherwise clarifies the required disclosures by verifiers to ensure that customers better comprehend precisely what service changes they are making.

Today's order adopts the language in the FCC's final rule and makes other minor changes.

The MPSC is an agency within the Department of Energy, Labor & Economic Growth.

Case Nos. U-11900 and U-15782