



DRA

*Division of Ratepayer Advocates
California Public Utilities Commission*

505 Van Ness Avenue
San Francisco, CA 94102
Phone: (415) 703-2544
Fax: (415) 703-2057

Dana S. Appling, Director

<http://dra.ca.gov>

April 17, 2007

Honorable Hector De La Torre
State Capitol, Room 3173
Sacramento, CA 95814

RE: AB 891 (De La Torre) Support

Dear Assemblymember De La Torre:

The Division of Ratepayer Advocates (DRA) supports your AB 891, as amended on 4/12/07, which would require telecommunication service providers that advertise or negotiate a contract for service, verbally or in writing, in a language other than English, to provide the potential customer with a translation, verbally and in writing, of any documents for service that discloses the key rates, terms and conditions of the contract for service.

AB 891 would protect Limited English Proficiency (LEP) telecommunications customers from mistreatment or deception by providing them with a verbal translation and a written document that specifies the key rates, terms, and conditions of the contract for service in a language they understand. LEP telecommunications customers would then be able make well-informed choices about their telecommunication services before being locked into a lengthy service contract or face an exorbitant early termination fee.

DRA supports your bill and looks forward to working with you to pass this important pro-consumer legislation.

If you have any questions or would like to discuss this matter further, please call Matthew Marcus our Legislative Director at (916) 327-3455 or me at (415) 703-2544.

Sincerely,

Dana S. Appling, Director
Division of Ratepayer Advocates