

SB 1334

Measure Title: RELATING TO CUSTOMER SERVICE AND SUPPORT.

Report Title: Retailers; Customer Service and Support; Disclosure

Description: Requires retailers that provide phone-based customer service and support to disclose to consumers if customer service and support agents are located outside the United States and provide contact information and Hawaii standard time hours of operation for the customer service and support agents.

Companion:

Package: None

Current Referral: CPN

Introducer(s): KIDANI, CHUN OAKLAND, GALUTERIA, NISHIHARA, RUDERMAN, TOKUDA, Dela Cruz, English, Gabbard, Kahele, Keith-Agaran, Shimabukuro, Taniguchi, Wakai

<u>Sort by Date</u>		Status Text
1/24/2013	S	Introduced.
1/28/2013	S	Passed First Reading.
1/28/2013	S	Referred to CPN.
1/31/2013	S	The committee(s) on CPN has scheduled a public hearing on 02-13-13 8:30AM in conference room 229.

SB 1334

RELATING TO CUSTOMER SERVICE AND SUPPORT

**BEN MORGAN
DIRECTOR – CUSTOMER OPERATIONS
HAWAIIAN TELCOM**

February 13, 2013

Chair Baker and members of the Committee:

I am Ben Morgan, testifying on behalf of Hawaiian Telcom on SB 1334 - Relating to Customer Service and Support.

Hawaiian Telcom respectfully opposes this measure. While the bill is well intentioned, our company believes that such requirements as proposed in SB 1334 are best determined by consumers and the marketplace.

Based on the aforementioned, Hawaiian Telcom respectfully requests that this measure be held. Thank you for the opportunity to testify.

SB1334 Testimony

Submitted By	Organization	Testifier Position	Present at Hearing
Troy Abraham	Individual	Support	No