

JAN 24 2013

A BILL FOR AN ACT

RELATING TO CUSTOMER SERVICE AND SUPPORT.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1 SECTION 1. Chapter 489J, Hawaii Revised Statutes, is
2 amended by adding a new section to be appropriately designated
3 and to read as follows:

4 "§489J- Retailers; customer service and support. (a)
5 Any licensed retailer in this State that provides phone-based
6 customer service and support shall disclose to consumers if the
7 retailer's customer service and support agents are located
8 outside the United States. Retailers shall also provide
9 consumers with the contact information and Hawaii standard time
10 hours of operation of any customer service and support agents
11 located outside the United States.

12 (b) The disclosure and information required by this
13 section shall be:

14 (1) Printed either on the consumer's bill or as a bill
15 insert; and

16 (2) Posted and updated on the retailer's internet website,
17 if any;



1 provided that this disclosure requirement shall not result in
2 increased costs to consumers.

3 (c) For purposes of this section:

4 "Consumer" means any person purchasing goods or services
5 for the person's own family use or consumption.

6 "Customer service and support" means product support,
7 technical assistance, sales support, and traditional help desk
8 services."

9 SECTION 2. New statutory material is underscored.

10 SECTION 3. This Act shall take effect upon its approval.

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S.B. NO. 1334

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.

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