



March 15, 2018

Preside Hon. Víctor L. Parés-Otero  
Comisión de Desarrollo Económico,  
Planificación, Telecomunicaciones,  
Alianzas Público Privadas y Energía.  
Representante  
Cámara de Representantes  
El Capitolio, Apartado 9022228,  
San Juan, P.R. 00902-2228

Via email: [comisiondedesarrolloeconomico@camaraderepresentantes.org](mailto:comisiondedesarrolloeconomico@camaraderepresentantes.org)

Re: Opposition to House Bill 1456

Dear Presidente Parés-Otero:

On behalf of CTIA®, the trade association for the wireless communications industry, I write to oppose House Bill 1456, which seeks to grant exclusive primary jurisdiction to the Department of Consumer Affairs of Puerto Rico (DACO) to address and resolve complaints filed by consumers of telecommunications goods and services. We believe this legislation is not necessary as the Telecommunications Regulatory Board (TRB) already has the jurisdiction and expertise to adjudicate consumer complaints regarding telecommunications issues.

Currently, the TRB has primary and exclusive jurisdiction to determine the existence of a violation of Law 213 (Law 213-1996) its rules and regulations and any service contract. The TRB is the appropriate agency for these matters because of its expertise in telecommunications and its history of working with the telecommunications industry to effectively and efficiently resolve consumer complaints.

Additionally, the legislature has already definitively granted the TRB jurisdiction over complaints of telecommunications customers and granting new and additional jurisdiction to DACO in an area not under its current expertise would add an additional layer of unnecessary regulation on an extremely competitive industry and could result in customer confusion.



Moreover, DACO has broad-ranging jurisdiction over many elements of the economy. However, it lacks administrative resources to do the job assigned to it. It has fewer than 150 employees, down almost 20% from 5 years ago. Its budget is around \$7 million dollars, down 30% from around \$10 million dollars 5 years ago. In comparison, the TRB has a budget of over \$11 million dollars. It has more resources and the expertise to contend with telecommunications issues. Adding additional responsibilities under DACO, which is already, would exacerbate the issue. Giving additional responsibility to DACO when the TRB has the necessary resources and expertise would be bad public policy and significantly reduce the effectiveness of response to consumer complaints regarding telecommunications issues, the cost of which would be borne by consumers.

The TRB is the specialized forum with the technical knowledge necessary to address any claim related to telecommunication services, service contracts and its rules and regulations. This was the reason for which the Telecommunications Regulatory Board of Puerto Rico was created in 1996 and the jurisdiction was removed from the Public Service Commission. Therefore, we oppose PC 1456 as we believe consumers are best served by having the Telecommunications Regulatory Board continue to adjudicate customer complaints related to telecommunications.

Sincerely,

Director, State Legislative Affairs

Cc: Wilma G. Acevedo Cordovés, [wacevedo@camaraderepresentantes.org](mailto:wacevedo@camaraderepresentantes.org)