

HB 197 - AS INTRODUCED

2019 SESSION

19-0189

10/08

HOUSE BILL

197

AN ACT relative to consumer protections for telephone, Internet, and cable service providers service interruptions.

SPONSORS: Rep. Spillane, Rock. 2; Rep. J. Osborne, Rock. 4; Rep. Baldasaro, Rock. 5; Rep. Notter, Hills. 21; Rep. Bershtein, Rock. 2; Rep. S. Beaudoin, Straf. 9; Rep. Potucek, Rock. 6; Sen. Reagan, Dist 17

COMMITTEE: Commerce and Consumer Affairs

ANALYSIS

 This bill adds the failure of telephone, Internet, and cable television service providers to credit or rebate charges after an interruption of service of over 72 hours to the consumer protection act.

Explanation: Matter added to current law appears in ***bold italics***.
 Matter removed from current law appears ~~[in brackets and struckthrough.]~~
 Matter which is either (a) all new or (b) repealed and reenacted appears in regular type.

STATE OF NEW HAMPSHIRE

In the Year of Our Lord Two Thousand Nineteen

AN ACT relative to consumer protections for telephone, Internet, and cable service providers service interruptions.

Be it Enacted by the Senate and House of Representatives in General Court convened:

1 1 New Paragraph; Consumer Protection; Interruption of Service; Cable Television, Internet or
2 Telephone. Amend RSA 358-A:2 by inserting after paragraph XVII the following new paragraph:

3 XVIII. Failure to provide customer pro-rated credits or rebates for interruptions of service
4 of more than 72 hours of:

5 (a) Telephone service which is not an incumbent local exchange carrier as defined in
6 RSA 362:7;

7 (b) Voice-over-Internet-protocols service or IP-enabled communications service;

8 (c) Broadband Internet service from cable, DSL, satellite or other Internet service
9 provider (ISP);

10 (d) Cable television, except as provided for in RSA 53-C:3-c.

11 2 Effective Date. This act shall take effect 60 days after its passage.