

MAINE STATE LEGISLATURE

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131st MAINE LEGISLATURE

FIRST REGULAR SESSION-2023

Legislative Document

No. 1167

H.P. 739

House of Representatives, March 14, 2023

**An Act to Require Communications Service Providers to Prorate
Customer Bills for Cancellation and Allow a Reduction in Service
for a Customer with an Outstanding Balance**

Reference to the Committee on Energy, Utilities and Technology suggested and ordered printed.

A handwritten signature in cursive script that reads "Robert B. Hunt".

ROBERT B. HUNT
Clerk

Presented by Representative PERRY of Bangor.

1 **Be it enacted by the People of the State of Maine as follows:**

2 **Sec. 1. 35-A MRSA §7102, sub-§1-C** is enacted to read:

3 **1-C. Communications service.** "Communications service" means cellular or wireless
4 telecommunication, wireline voice, satellite, data, fixed wireless data or video retail
5 service.

6 **Sec. 2. 35-A MRSA §7110** is enacted to read:

7 **§7110. Service cancellation**

8 A provider of communications service in the State shall provide a customer with a pro
9 rata credit or rebate for the days of the monthly billing period after the cancellation of
10 service if that customer requests cancellation of service 3 or more working days before the
11 end of the monthly billing period.

12 **Sec. 3. 35-A MRSA §7111** is enacted to read:

13 **§7111. Reduction in service**

14 Notwithstanding any provision of law to the contrary, in accordance with rules adopted
15 by the commission, a provider of communications service or a cable television company as
16 defined in Title 30-A, section 2001, subsection 2 shall, at any time on customer request,
17 including during a billing period, reduce the service provided to the customer regardless of
18 whether the customer has an outstanding balance at the time of the request. Rules adopted
19 pursuant to this section are routine technical rules as defined in Title 5, chapter 375,
20 subchapter 2-A.

21 **SUMMARY**

22 This bill requires a provider of cellular or wireless telecommunication, wireline voice,
23 satellite, data, fixed wireless data or video retail service, which the bill defines as
24 "communications service," to provide a pro rata credit or rebate for the days of the monthly
25 billing period after the cancellation of service if the customer requests cancellation of
26 service 3 or more working days before the end of the monthly billing period. It also requires
27 a provider of communications service or a cable television company to reduce the service
28 provided to a customer, at any time on customer request, including during a billing period,
29 regardless of whether the customer has an outstanding balance at the time of the request.