

MAINE STATE LEGISLATURE

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131st MAINE LEGISLATURE

FIRST SPECIAL SESSION-2023

Legislative Document

No. 1932

H.P. 1240

House of Representatives, May 15, 2023

An Act to Require Broadband Internet Access Service Providers to Prorate Customer Bills

(AFTER DEADLINE)

Approved for introduction by a majority of the Legislative Council pursuant to Joint Rule 205.

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 FAY of Raymond.
Cosponsored by Senator GROHOSKI of Hancock and
Representatives: BAGSHAW of Windham, BOYER of Poland, BOYLE of Gorham,
CARLOW of Buxton, CLOUTIER of Lewiston, WORTH of Ellsworth, Senators: BENNETT
of Oxford, DUSON of Cumberland.

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

2 **Sec. 1. 35-A MRSA c. 94, headnote** is amended to read:

3 **CHAPTER 94**

4 **BROADBAND INTERNET ACCESS SERVICE CUSTOMER PRIVACY AND**
5 **RIGHTS**

6 **Sec. 2. 35-A MRSA §9302** is enacted to read:

7 **§9302. Customer rights relating to broadband Internet access service**

8 **1. Definitions.** As used in this section, unless the context otherwise indicates, the
9 following terms have the following meanings.

10 A. "Broadband Internet access service" has the same meaning as in section 9301,
11 subsection 1, paragraph A.

12 B. "Customer" has the same meaning as in section 9301, subsection 1, paragraph B.

13 C. "Provider" has the same meaning as in section 9301, subsection 1, paragraph D.

14 **2. Service cancellation.** A provider in the State shall provide a customer with a pro
15 rata credit or rebate for the days of the monthly billing period after the cancellation of
16 broadband Internet access service if that customer requests cancellation of service 3 or
17 more working days before the end of the monthly billing period.

18 **3. Interruption of service.** If broadband Internet access service to a customer is
19 interrupted for 6 or more consecutive hours in a 30-day period, the provider shall, upon
20 request, grant that customer a pro rata credit or rebate.

21 **4. Notice to customers.** A provider shall include on each customer bill for broadband
22 Internet access service a notice regarding the customer's right to a pro rata credit or rebate
23 for interruption of service upon request in accordance with subsection 3 or cancellation of
24 service in accordance with subsection 2. The notice must include a toll-free telephone
25 number and a telephone number accessible by a teletypewriter device, or TTY, for
26 contacting the provider to request the pro rata credit or rebate. The notice must be in
27 nontechnical language, understandable by the general public and printed in a prominent
28 location on the bill in boldface type.

29 **SUMMARY**

30 This bill requires a provider of broadband Internet access service to provide a pro rata
31 credit or rebate for:

32 1. The days of the monthly billing period after the cancellation of service if the
33 customer requests cancellation of service 3 or more working days before the end of the
34 monthly billing period; and

35 2. Upon customer request, interruptions of service to a customer for 6 or more
36 consecutive hours in a 30-day period.

1 The bill requires the provider to include on each customer bill for service a notice of
2 the customer's right to a pro rata credit or rebate under these circumstances.