STATE OF NEW YORK

2989

2017-2018 Regular Sessions

IN ASSEMBLY

January 23, 2017

Introduced by M. of A. ROSENTHAL -- read once and referred to the Committee on Corporations, Authorities and Commissions

AN ACT to amend the public service law, in relation to requiring cable television companies, internet service providers and telephone corporations to automatically refund customers when their systems are out of service or experiencing an outage, or when a customer's equipment is not operating correctly

The People of the State of New York, represented in Senate and Assembly, do enact as follows:

Section 1. The public service law is amended by adding a new section 224-c to read as follows:

§ 224-c. Cable refunds. Every cable television company, as defined in section two hundred twelve of this article that provides cable service to customers in New York shall automatically credit its customers billing statement whenever a cable television system is out of service or is experiencing an outage or when the customer's cable box is not operating correctly, for a period of twelve hours or longer.

§ 2. The article heading of article 11 of the public service law, as added by chapter 83 of the laws of 1995, is amended to read as follows:

PROVISIONS RELATING TO CABLE TELEVISION **AND INTERNET** COMPANIES

§ 3. Section 212 of the public service law is amended by adding a new subdivision 15 to read as follows:

15. "Internet service provider" shall mean any person, business or organization qualified to do business in this state that provides individuals, corporations, or other entities with the ability to connect to the internet.

§ 4. The public service law is amended by adding a new section 224-d to read as follows:

§ 224-d. Internet refunds. Every internet service provider, as defined in section two hundred twelve of this article that provides internet

EXPLANATION--Matter in *italics* (underscored) is new; matter in brackets [-] is old law to be omitted.

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service to customers in New York shall automatically credit its customers billing statement whenever the internet service is out of service or is experiencing an outage, for a period of twelve hours or longer.

§ 5. The public service law is amended by adding a new section 92-h to read as follows:

§ 92-h. Telephone refunds. Every telephone corporation, as defined in subdivision seventeen of section two of this chapter, that provides telephone service to customers in New York shall automatically credit its customers billing statement whenever the telephone service is out of service or is experiencing an outage, for a period of twelve hours or longer.

§ 6. This act shall take effect immediately.