

# STATE OF NEW YORK

7157

2021-2022 Regular Sessions

## IN SENATE

June 3, 2021

Introduced by Sen. PARKER -- read twice and ordered printed, and when printed to be committed to the Committee on Rules

AN ACT to amend the public service law and the general business law, in relation to requiring the release of individuals from utility, phone and television contracts in instances of domestic violence

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

1 Section 1. The public service law is amended by adding a new section  
2 48-a to read as follows:

3 § 48-a. Utility services; domestic violence victims. 1. Every utility  
4 corporation shall allow a person who is under a shared contract with  
5 such utility corporation to opt-out of such contract without fee, penal-  
6 ty or charge when such person is a victim of domestic violence and  
7 provides an attestation in writing of their eligibility as a victim of  
8 domestic violence. Such utility corporation may not require such person  
9 to disclose confidential information or details relating to such  
10 person's status as a victim of domestic violence, as a condition of  
11 permitting such person to opt-out of such contract. Further, such utili-  
12 ty corporation may not make release from such contract contingent on:  
13 (a) maintaining contractual or billing responsibility of a separated  
14 account with the provider; (b) approval of separation by the primary  
15 account holder, if the primary account holder is not the person making  
16 such request; or (c) a prohibition or limitation on the separation as a  
17 result of arrears accrued by the account. Such utility corporation shall  
18 release such person from such contract no later than seven days after  
19 receiving such opt-out request. Such utility corporation shall dispose  
20 of information submitted by such person no later than thirty days after  
21 receiving such information in a manner as to maintain confidentiality of  
22 such information.

23 2. Every utility corporation shall make information about the options  
24 and process described in subdivision one of this section readily avail-

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

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1 able to customers on the website and any mobile application of such  
2 utility corporation, and in other forms of public-facing customer commu-  
3 nication.

4 3. A covered provider and any officer, director, employee, vendor or  
5 agent thereof shall not be subject to liability for any claims arising  
6 from an action taken or omission made with respect to compliance with  
7 this section.

8 § 2. The general business law is amended by adding a new section 399-  
9 cccc to read as follows:

10 § 399-cccc. Wireless telephone services; domestic violence victims.  
11 1. Every provider of wireless telephone service, as defined in paragraph  
12 (b) of subdivision one of section twelve hundred twenty-five-c of the  
13 vehicle and traffic law, shall allow a person who is under a shared  
14 phone plan contract with such provider to opt-out of such contract with-  
15 out fee, penalty or charge when such person is a victim of domestic  
16 violence and provides an attestation in writing of their eligibility as  
17 a victim of domestic violence. Such provider of wireless telephone  
18 service may not require such person to disclose confidential information  
19 or details relating to such person's status as a victim of domestic  
20 violence, as a condition of permitting such person to opt-out of such  
21 contract. Further, such provider of wireless telephone service may not  
22 make release from such contract contingent on: (a) maintaining contrac-  
23 tual or billing responsibility of a separated account with the provider;  
24 (b) approval of separation by the primary account holder, if the  
25 primary account holder is not the person making such request; (c) a  
26 prohibition or limitation on number portability or a request to change  
27 phone numbers; or (d) a prohibition or limitation on the separation  
28 as a result of arrears accrued by the account. Such provider of wireless  
29 telephone service shall release such person from such contract no later  
30 than seven days after receiving such opt-out request. Such provider of  
31 wireless telephone service shall dispose of information submitted by  
32 such person no later than thirty days after receiving such information  
33 in a manner as to maintain confidentiality of such information.

34 2. Every provider of wireless telephone service shall make information  
35 about the options and process described in subdivision one of this  
36 section readily available to consumers on the website and any mobile  
37 application of the provider, in physical stores, and in other forms of  
38 public-facing consumer communication.

39 3. A covered provider and any officer, director, employee, vendor or  
40 agent thereof shall not be subject to liability for any claims arising  
41 from an action taken or omission made with respect to compliance with  
42 this section.

43 § 3. Subdivisions 7 and 8 of section 91 of the public service law,  
44 subdivision 7 as amended by chapter 202 of the laws of 2013 and subdivi-  
45 sion 8 as added by chapter 186 of the laws of 2019, are amended and two  
46 new subdivisions 13 and 14 are added to read as follows:

47 7. Every telephone corporation, as defined in this chapter shall, at  
48 its option: (a) allow a customer to use a modified or alternative name  
49 for a directory listing or (b) waive the otherwise applicable charges  
50 for a non-published telephone listing, where the customer requests  
51 protection of its identity in connection with the customer's purchase of  
52 telephone service and the customer is a victim of domestic violence, as  
53 defined in section four hundred fifty-nine-a of the social services law,  
54 and for whose benefit any order of protection, other than a temporary  
55 order of protection, has been issued by a court of competent jurisdic-  
56 tion. This waiver of charges shall be for the duration of the applica-

ble, non-temporary, order. Any non-published listings provided in this subdivision shall conform to all the same requirements of other non-published listings. A customer requesting such an accommodation shall provide ~~[a copy of the order of protection to the applicable telephone corporation]~~ an attestation in writing of their eligibility as a victim of domestic violence. Such telephone corporation may not require such customer to disclose confidential information or details relating to such customer's status as a victim of domestic violence, as a condition of implementing such accommodation. Any customer requesting an accommodation pursuant to this subdivision may also request and shall be provided, at no cost to the customer, a new telephone number within fifteen days from the request for such accommodation. Such telephone corporation shall dispose of information submitted by such customer no later than thirty days after receiving such information in a manner as to maintain confidentiality of such information.

8. Every telephone corporation, as defined in this chapter, shall allow a person who is under contract including, but not limited to, a multi-year contract or bundle contract with such telephone corporation, to opt-out of such contract without fee, penalty or charge when such person is a victim of domestic violence and ~~[requests to opt-out in writing. Such victim of domestic violence shall provide to such telephone corporation any of the following documents, which shall relate to such domestic violence, within six months of the document's issuance: (a) a valid domestic violence incident report form, as such term is defined in subdivision fifteen of section eight hundred thirty-seven of the executive law; (b) a valid police report; (c) a valid order of protection; (d) a signed affidavit from a licensed medical or mental health care provider, employee of a court acting within the scope of his or her employment, social worker, a rape crisis counselor, as defined in section forty-five hundred ten of the civil practice law and rules, or advocate acting on behalf of an agency that assists domestic violence victims]~~ provides an attestation in writing of their eligibility as a victim of domestic violence. Such telephone corporation may not require such person to disclose confidential information or details relating to such person's status as a victim of domestic violence, as a condition of permitting such person to opt-out of such contract. Further, such telephone corporation may not make release from such contract contingent on: (a) maintaining contractual or billing responsibility of a separated line with the provider; (b) approval of separation by the primary account holder, if the primary account holder is not the person making such request; (c) a prohibition or limitation on number portability or a request to change phone numbers; or (d) a prohibition or limitation on the separation of lines as a result of arrears accrued by the account. Such telephone corporation shall release such person from such contract no later than seven days after receiving such opt-out request. Such telephone corporation shall dispose of information submitted by such person no later than thirty days after receiving such information in a manner as to maintain confidentiality of such information. A claim for opting-out of such contract without charge shall be made in good faith. Such telephone corporation shall waive the otherwise applicable ~~[charges]~~ fee, penalty or charge for such person requesting to opt-out of such contract.

13. Every telephone corporation, as defined in this chapter, shall make information about the options and process described in subdivision eight of this section readily available to consumers on the website and

1 any mobile application of the provider, in physical stores, and in other  
2 forms of public-facing consumer communication.

3 14. A covered provider and any officer, director, employee, vendor or  
4 agent thereof shall not be subject to liability for any claims arising  
5 from an action taken or omission made with respect to compliance with  
6 subdivisions seven, eight or thirteen of this section.

7 § 4. Section 399-yy of the general business law, as amended by chapter  
8 186 of the laws of 2019, is amended to read as follows:

9 § 399-yy. Cable television company providing telephone services. 1.  
10 Every cable television company, as defined in section two hundred twelve  
11 of the public service law, that provides telephone service to customers  
12 in New York shall, at its option: a. allow a customer without fee,  
13 penalty or charge to use a modified or alternative name for a directory  
14 listing or b. waive the otherwise applicable charges for a non-published  
15 telephone listing, where the customer requests protection of its identi-  
16 ty in connection with the customer's purchase of telephone service and  
17 the customer is a victim of domestic violence, as defined in section  
18 four hundred fifty-nine-a of the social services law~~[, and for whose~~  
19 ~~benefit any order of protection, other than a temporary order of~~  
20 ~~protection, has been issued by a court of competent jurisdiction. This~~  
21 ~~waiver of charges shall be for the duration of the applicable, non-tem-~~  
22 ~~perary, order]~~. Any non-published listings provided in this section  
23 shall conform to all the same requirements of other non-published list-  
24 ings. A customer requesting such an accommodation shall provide ~~[a copy~~  
25 ~~of the order of protection to the applicable cable television company]~~  
26 an attestation in writing of their eligibility as a victim of domestic  
27 violence. Such cable television company may not require such customer to  
28 disclose confidential information or details relating to such customer's  
29 status as a victim of domestic violence, as a condition of implementing  
30 such accommodation. Any customer requesting an accommodation pursuant to  
31 this section may also request and shall be provided, at no cost to the  
32 customer, a new telephone number within fifteen days from the request  
33 for such accommodation. Such cable television company shall dispose of  
34 information submitted by such customer no later than thirty days after  
35 receiving such information in a manner as to maintain confidentiality of  
36 such information.

37 2. Every cable television company, as defined in section two hundred  
38 twelve of the public service law, that provides television and/or tele-  
39 phone service to customers in New York under contract including, but not  
40 limited to a multi-year contract or bundled contract with such cable  
41 television company, shall allow a person to opt-out of such contract  
42 without fee, penalty or charge when such person is a victim of domestic  
43 violence and ~~[request to opt-out in writing. Such victim of domestic~~  
44 ~~violence shall provide to such cable television company any of the~~  
45 ~~following documents, which shall relate to such domestic violence, with-~~  
46 ~~in six months of the document's issuance: (a) a valid domestic violence~~  
47 ~~incident report form, as such term is defined in subdivision fifteen of~~  
48 ~~section eight hundred thirty-seven of the executive law; (b) a valid~~  
49 ~~police report; (c) a valid order of protection; (d) a signed affidavit~~  
50 ~~from a licensed medical or mental health care provider, employee of a~~  
51 ~~court acting within the scope of his or her employment, social worker, a~~  
52 ~~rape crisis counselor, as defined in section forty five hundred ten of~~  
53 ~~the civil practice law and rules, or advocate acting on behalf of an~~  
54 ~~agency that assists domestic violence victims]~~ provides an attestation  
55 in writing of their eligibility as a victim of domestic violence. Such  
56 cable television company may not require such person to disclose confi-

1 dential information or details relating to such person's status as a  
2 victim of domestic violence, as a condition of permitting such person to  
3 opt-out of such contract. Further, such cable television company may not  
4 make release from such contract contingent on: (a) maintaining contrac-  
5 tual or billing responsibility of a separated account with the provider;  
6 (b) approval of separation by the primary account holder, if the primary  
7 account holder is not the person making such request; or (c) a prohibi-  
8 tion or limitation on the separation as a result of arrears accrued by  
9 the account. Such cable television company shall release such person  
10 from such contract no later than seven days after receiving such opt-out  
11 request. Such cable television company shall dispose of information  
12 submitted by such person no later than thirty days after receiving such  
13 information in a manner as to maintain confidentiality of such informa-  
14 tion. A claim for opting-out of such contract without charge shall be  
15 made in good faith. Such cable television company shall waive the other-  
16 wise applicable [~~charges~~] fee, penalty or charge for such person  
17 requesting to opt-out of such contract. Every cable television company  
18 shall make information about the options and process described in this  
19 section readily available to consumers on the website and any mobile  
20 application of the provider, in physical stores, and in other forms of  
21 public-facing consumer communication.

22 3. A covered provider and any officer, director, employee, vendor or  
23 agent thereof shall not be subject to liability for any claims arising  
24 from an action taken or omission made with respect to compliance with  
25 this section.

26 § 5. Subdivision 1 of section 399-yyy of the general business law, as  
27 added by chapter 186 of the laws of 2019, is amended and a new subdivi-  
28 sion 3 is added to read as follows:

29 1. Every direct broadcast satellite service provider, as defined in  
30 this section, that provides television and/or telephone services to  
31 customers in New York shall allow a person who is under contract includ-  
32 ing, but not limited to a multi-year contract or bundled contract with  
33 such satellite television company, to opt-out of such contract without  
34 fee, penalty or charge when such a person is a victim of domestic  
35 violence and [~~requests to opt out in writing. Such victim of domestic~~  
36 ~~violence shall provide to such satellite television company any of the~~  
37 ~~following documents, which shall relate to such domestic violence, with-~~  
38 ~~in six months of the document's issuance: (a) a valid domestic violence~~  
39 ~~incident report form, as such term is defined in subdivision fifteen of~~  
40 ~~section eight hundred thirty seven of the executive law; (b) a valid~~  
41 ~~police report; (c) a valid order of protection; (d) a signed affidavit~~  
42 ~~from a licensed medical or mental health care provider, employee of a~~  
43 ~~court acting within the scope of his or her employment, social worker, a~~  
44 ~~rape crisis counselor, as defined in section forty-five hundred ten of~~  
45 ~~the civil practice law and rules, or advocate acting on behalf of an~~  
46 ~~agency that assists domestic violence victims]~~ provides an attestation  
47 in writing of their eligibility as a victim of domestic violence. Such  
48 satellite television company may not require such person to disclose  
49 confidential information or details relating to such person's status as  
50 a victim of domestic violence, as a condition of permitting such person  
51 to opt-out of such contract. Further, such satellite television company  
52 may not make release from such contract contingent on: (a) maintaining  
53 contractual or billing responsibility of a separated account with the  
54 provider; (b) approval of separation by the primary account holder, if  
55 the primary account holder is not the person making such request; or (c)  
56 a prohibition or limitation on the separation as a result of arrears

1 accrued by the account. Such satellite television company shall release  
2 such person from such contract no later than seven days after receiving  
3 such opt-out request. Such satellite television company shall dispose of  
4 information submitted by such person no later than thirty days after  
5 receiving such information in a manner as to maintain confidentiality of  
6 such information. A claim for opting-out of such contract without charge  
7 shall be made in good faith. Such satellite television company shall  
8 waive the otherwise applicable [~~charges~~] fee, penalty or charge for such  
9 person requesting to opt-out of such contract. Every satellite tele-  
10 vision company shall make information about the options and process  
11 described in this section readily available to consumers on the website  
12 and any mobile application of the provider, in physical stores, and in  
13 other forms of public-facing consumer communication.

14 3. A covered provider and any officer, director, employee, vendor or  
15 agent thereof shall not be subject to liability for any claims arising  
16 from an action taken or omission made with respect to compliance with  
17 subdivision one of this section.

18 § 6. This act shall take effect immediately and shall apply to  
19 contracts entered into on and after such effective date.