

# STATE OF NEW YORK

---

5343

2023-2024 Regular Sessions

## IN SENATE

March 2, 2023

---

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

AN ACT in relation to requiring reports from broadband, telephone and cable companies on the quality and availability of copper wire based services

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

- 1 Section 1. 1. Within sixty days after the effective date of this act,  
2 each broadband, telephone and cable company with more than ten thousand  
3 customers shall prepare and submit to the department of public service  
4 and the legislature a written report that shall make findings and recom-  
5 mendations concerning the quality and availability of copper wire based  
6 services. Without unreasonably exposing customers' personally identifi-  
7 able information in a manner that violates the public service law,  
8 department of public service practices or federal law, reports from such  
9 companies shall include, but not be limited to the following:
- 10 a. the number of customers who receive residential service provided  
11 via copper wire;
- 12 b. the number of customers that were notified by the company that they  
13 would be switched from copper wire based service to fiber optic based  
14 service, despite customers' requests to remain on copper wire based  
15 service;
- 16 c. the number and location of service areas where both the company  
17 informed customers that the customer's copper wire based service shall  
18 be discontinued and where customers also did not have the ability to  
19 switch to fiber based service at the time of such notification;
- 20 d. the number of customers who requested or attempted to return to  
21 copper wire based service after being moved to fiber optic based service  
22 by the company; and

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

LBD09936-01-3

1 e. the number of customers receiving copper wire based service who  
2 were refused quality resolution or service repair and were instead  
3 advised to switch to fiber optic based service for reliable service from  
4 the company.

5 2. Each broadband, telephone and cable company shall publish on its  
6 website the report required pursuant to subdivision one of this section,  
7 simultaneously with the submission of such report. The reports shall  
8 include the information required pursuant to this section in a spread-  
9 sheet format. The department of public service shall provide meaningful  
10 opportunities for public comment from all persons who will be impacted  
11 by the reports. The public hearings shall also be available virtually.

12 § 2. This act shall take effect immediately