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:

Section 1. 1. Within sixty days after the effective date of this act, each broadband, telephone and cable company with more than ten thousand customers shall prepare and submit to the department of public service and the legislature a written report that shall make findings and recommendations concerning the quality and availability of copper wire based services. Without unreasonably exposing customers' personally identifiable information in a manner that violates the public service law, department of public service practices or federal law, reports from such companies shall include, but not be limited to the following:

a. the number of customers who receive residential service provided via copper wire;

b. the number of customers that were notified by the company that they would be switched from copper wire based service to fiber optic based service, despite customers' requests to remain on copper wire based service;

c. the number and location of service areas where both the company informed customers that the customer's copper wire based service shall be discontinued and where customers also did not have the ability to switch to fiber based service at the time of such notification;

d. the number of customers who requested or attempted to return to copper wire based service after being moved to fiber optic based service by the company; and

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

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

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

§ 2. This act shall take effect immediately