

STATE OF NEW YORK

10169

IN ASSEMBLY

February 12, 2026

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

AN ACT to amend the public service law, in relation to requiring broadband service providers to adhere to repair timelines for service interruptions

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

1 Section 1. This act shall be known and may be cited as the "Broadband
2 Service Repair Timeline Act".

3 § 2. The public service law is amended by adding a new section 231 to
4 read as follows:

5 § 231. Broadband service repair timeline. 1. For the purposes of this
6 section, the following terms shall have the following meanings:

7 (a) "Broadband service provider" means any entity providing fixed or
8 wireless broadband internet access service to residential or business
9 customers within the state.

10 (b) "Service interruption" means a complete cessation of broadband
11 service or a material degradation that renders the service unusable for
12 its ordinary intended purposes.

13 2. Broadband service providers shall:

14 (a) commence corrective actions on any service interruptions within
15 twenty-four hours of receiving notice of such service interruption.

16 (b) restore broadband service within seventy-two hours of receiving
17 notice of such service interruption, unless such provider demonstrates
18 that broadband service cannot be restored within such period due to:

19 (i) severe weather;

20 (ii) a natural disaster;

21 (iii) damage to third-party infrastructure outside the provider's
22 control; or

23 (iv) other extraordinary circumstances as determined by the commis-
24 sion.

25 (c) provide timely notice to affected customers of the service inter-
26 ruption including, but not limited to:

27 (i) estimated restoration times; and

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

LBD14697-01-6

1 (ii) at least one update every twenty-four hours until such service is
2 restored.

3 3. The public service commission is authorized to promulgate rules and
4 regulations to enforce this section, including the imposition of civil
5 penalties for repeated or willful noncompliance.

6 § 3. This act shall take effect on the one hundred eightieth day after
7 it shall have become a law.