



General Assembly

January Session, 2001

**Committee Bill No. 20**

LCO No. 4498

Referred to Committee on Energy and Technology

Introduced by:  
(ET)

**AN ACT CONCERNING SUPPORT FOR LOCAL COMMUNITY ACCESS PROGRAMMING.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Subsection (b) of section 16-333l of the general statutes is repealed  
2 and the following is substituted in lieu thereof:

3 (b) Each such company shall provide each subscriber with a  
4 description of the company's billing practices at the time of the initial  
5 subscription and at least annually thereafter. Such description shall  
6 include billing period and frequency, security deposit requirements,  
7 late payment charges, returned check charges, credits for service  
8 outages, pay-per-view billing procedures, charges and billing  
9 procedures for the use of addressable converters, traps or other devices  
10 or services which enable subscribers to voluntarily block transmission  
11 of specific programming to their homes or places of business and such  
12 other items as the Department of Public Utility Control may require.  
13 Each company shall file a copy of its billing practices with the  
14 department and shall give notice to the department and each  
15 subscriber not less than forty-five days prior to implementing any  
16 changes in such practices. Every bill to subscribers of a community

17 antenna television service shall contain (1) the date on which any  
18 individually chargeable service is rendered, (2) each rate or charge  
19 levied, (3) the amount due for the current billing period separate from  
20 any prior balance due, (4) the specific date by which payment is due,  
21 (5) such other items as the department may require, (6) the company's  
22 telephone numbers, including any toll-free numbers, (7) the  
23 Department of Public Utility Control's consumer assistance telephone  
24 number, [and] (8) the mailing address of the company's advisory  
25 council, and (9) a mechanism by which a subscriber may indicate that  
26 such subscriber has included with the payment a contribution of not  
27 less than one dollar in support of community access programming  
28 within the company's franchise area. Each company shall provide each  
29 subscriber, quarterly, with a summary of the procedures for resolving  
30 subscriber complaints and for providing refund or credit for service  
31 interruptions, pursuant to section 16-333e, and a notice indicating that,  
32 pursuant to subsection (b) of section 16-333i, the company is required  
33 to restore interrupted service not later than twenty-four hours after  
34 being notified by a subscriber that service has been interrupted. Each  
35 bill insert or letter to subscribers, other than promotional material,  
36 shall contain the company's telephone numbers, including any toll-free  
37 numbers or any other free calling option, as approved by the  
38 department and the Department of Public Utility Control's consumer  
39 assistance telephone number. Each advisory council, in conjunction  
40 with the company, shall notify subscribers of the time and place of any  
41 upcoming advisory council meeting, of any vacancies that may exist  
42 on the advisory council and of the name of the council chairperson and  
43 address of the advisory council. The notification may be provided via  
44 the community antenna television system at a sufficient frequency that  
45 subscribers may reasonably be expected to become aware of the  
46 meeting or by publishing on a quarterly basis the information in a  
47 newspaper having general circulation within each municipality in the  
48 franchise area.

**Statement of Purpose:**

To encourage voluntary subscriber support for local cable access programming.

*[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]*

Co-Sponsors: SEN. SULLIVAN, 5th Dist.