



General Assembly

**Amendment**

January Session, 2009

LCO No. 7095

\*HB0660807095HRO\*

Offered by:

REP. WILLIAMS, 68<sup>th</sup> Dist.

REP. HAMZY, 78<sup>th</sup> Dist.

To: Subst. House Bill No. 6608

File No. 519

Cal. No. 348

**"AN ACT CONCERNING CONSUMER PROTECTION IN  
TELECOMMUNICATIONS COMPANIES."**

1 Strike lines 60 to 70, inclusive, in their entirety and insert in lieu  
2 thereof:

3 "(c) When a telephone company or certified telecommunications  
4 provider completes an out-of-service repair and the related out-of-  
5 service condition was not the result of any exclusions, such company's  
6 or provider's customers shall be eligible for a credit on their monthly  
7 bill equal to the following amounts: (1) Seven per cent of the basic  
8 monthly charge for repairs completed in more than twenty-four hours  
9 but less than forty-eight hours; (2) twenty per cent of the basic monthly  
10 charge for repairs completed in forty-eight hours, or more, but less  
11 than seventy-two hours; (3) forty per cent of the basic monthly charge  
12 for repairs completed in seventy-two hours, or more, but less than  
13 ninety-six hours; and (4) one hundred per cent of the basic monthly  
14 charge for repairs completed in ninety six hours, or more.

15     (d) The department may initiate a proceeding to investigate a  
16 company's or provider's results on one or more specific quality-of-  
17 service standards established pursuant to this section if the department  
18 is not satisfied with the explanations regarding specific service below  
19 the minimum standards reported pursuant to subsection (a) of this  
20 section. If the department finds that a telephone company or certified  
21 telecommunications provider has failed to (1) meet a specific standard  
22 in at least five months in a twelve-month period, (2) provide a  
23 sufficient explanation for its failure to meet such standard, and (3)  
24 implement any commercially reasonable steps to improve performance  
25 on that standard, the department may impose a penalty of ten  
26 thousand dollars or less per month for each month in which the  
27 quality-of-service standard subject to the proceeding was not met."