



General Assembly

January Session, 2013

Proposed Bill No. 657

LCO No. 1870

Referred to Committee on ENERGY AND TECHNOLOGY

Introduced by:
SEN. BYE, 5th Dist.

**AN ACT CONCERNING CONSUMER PROTECTION OF CABLE
TELEVISION AND VIDEO SERVICE CUSTOMERS.**

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

1 That the general statutes be amended to require a certified
2 competitive video service provider or community antenna television
3 company to (1) renew its franchise every five years, at which time the
4 Office of Consumer Counsel shall provide a summary of customer
5 complaints and a recommendation regarding franchise renewal, (2)
6 comply with any facility build-out requirements or provide video
7 service to any customer using any specific technology, (3) include the
8 name and telephone number of the Office of Consumer Counsel on all
9 customer bills, (4) include all fees and taxes in advertised prices, (5)
10 provide the terms and conditions of such service in a font size at least
11 fifty per cent the size of the advertised price, and (6) include notice of a
12 scheduled price change to such customers on the front page of a bill in
13 not less than a fourteen-point font size at least two months prior to
14 such change.

Statement of Purpose:

To provide greater consumer protection for customers of cable television and video service and to provide transparency in advertising.