

Bill No. CS for CS for CS for SB 998

Barcode 203720

	CHAMBER ACTION	
<u>Senate</u>		<u>House</u>

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3	Floor: 4/F/2R
4	04/26/2007 02:26 PM
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11 Senator Posey moved the following amendment:

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13 **Senate Amendment**

14 On page 22, line 10, through

15 page 23, line 2, delete those lines

16
17 and insert:

18 610.108 Customer service standards and provision of

19 services.--

20 (1) All cable or video service providers shall comply

21 with customer service requirements in 47 C.F.R. s. 76.309(c).

22 (2) Any municipality or county that as of January 1,

23 2007, has an office or department dedicated to responding to

24 cable or video service customer complaints may continue to

25 respond to such complaints until July 1, 2009. Beginning on

26 July 1, 2009, the Department of Agriculture and Consumer

27 Services shall have the sole authority to respond to all cable

28 or video service customer complaints. This provision shall not

29 be construed to permit the municipality, county, or department

30 to impose customer service standards inconsistent with the

31 requirements in 47 C.F.R. s. 76.309(c).

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1 (3) The Department of Agriculture and Consumer
2 Services shall receive service quality complaints from
3 customers of a cable or video service provider and shall
4 address such complaints in an expeditious manner by assisting
5 in the resolution of such complaint between the complainant
6 and the cable or video service provider. The Department of
7 Agriculture and Consumer Services may adopt any procedural
8 rules pursuant to ss. 120.536(1) and 120.54 necessary to
9 administer this section, but shall not have any authority to
10 impose any customer service requirements inconsistent with
11 those contained in 47 C.F.R. s. 76.309(c).
12 (4) Beginning July 1, 2007, any nonincumbent cable
13 service provider must provide service on an "a la carte"
14 basis.

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