

Bill No. CS for SB 998

Barcode 730368

CHAMBER ACTION

Senate

House

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Comm: RCS
04/18/2007 06:00 PM

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The Committee on Community Affairs (Garcia) recommended the following amendment:

Senate Amendment

On page 25, lines, 5-30, delete those lines

and insert:

610.108 Customer service standards.--

(1) All cable or video service providers shall comply with customer service requirements in 47 C.F.R. s. 76.309(c).

(2) Any municipality or county that as of January 1, 2007, has an office or department dedicated to responding to cable or video service customer complaints may continue to respond to such complaints until July 1, 2009. Beginning on July 1, 2009, the Department of Agriculture and Consumer Services shall have the sole authority to respond to all cable or video service customer complaints. This provision shall not be construed to permit the municipality, county, or department to impose customer service standards inconsistent with the requirements in 47 C.F.R. s. 76.309(c).

(3) The Department of Agriculture and Consumer

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

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