

By Senator Thurston

33-00446-17

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1                   A bill to be entitled  
 2           An act relating to cable and video service agreements;  
 3           amending s. 610.108, F.S.; providing a definition;  
 4           requiring a service agreement to specify in the  
 5           agreement whether such agreement will be automatically  
 6           renewed under specified circumstances; providing an  
 7           effective date.

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 9   Be It Enacted by the Legislature of the State of Florida:

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 11           Section 1. Section 610.108, Florida Statutes, is amended to  
 12   read:

13           610.108 Customer service standards; service agreements.-

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

16           (2) The Department of Agriculture and Consumer Services  
 17   shall have the sole authority to respond to all cable or video  
 18   service customer complaints. This provision does not permit the  
 19   municipality, county, or department to impose customer service  
 20   standards inconsistent with the requirements in 47 C.F.R. s.  
 21   76.309(c).

22           (3) The Department of Agriculture and Consumer Services  
 23   shall receive service quality complaints from customers of a  
 24   cable or video service provider and shall address such  
 25   complaints in an expeditious manner by assisting in the  
 26   resolution of such complaint between the complainant and the  
 27   cable or video service provider. The Department of Agriculture  
 28   and Consumer Services may adopt any procedural rules pursuant to  
 29   ss. 120.536(1) and 120.54 necessary to administer this section,  
 30   but shall not have any authority to impose any customer service  
 31   requirements inconsistent with those contained in 47 C.F.R. s.  
 32   76.309(c).

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33           (4) (a) For purposes of this subsection, "service agreement"  
34 means a written document that is executed between a cable or  
35 video service provider and a cable or video service customer  
36 which states the rates, terms, and other conditions necessary in  
37 providing the cable or video services.

38           (b) Each service agreement shall contain a clear statement  
39 in a font equal to or greater than the font used in the service  
40 agreement that specifies whether the cable or video service  
41 provider will automatically renew the service agreement without  
42 the customer's written consent in the event the customer  
43 transfers the service to a different location.

44           Section 2. This act shall take effect July 1, 2017.