

Amendment No. 2

COMMITTEE/SUBCOMMITTEE ACTION

ADOPTED (Y/N)
ADOPTED AS AMENDED (Y/N)
ADOPTED W/O OBJECTION (Y/N)
FAILED TO ADOPT (Y/N)
WITHDRAWN (Y/N)
OTHER

1 Committee/Subcommittee hearing bill: Energy & Utilities
2 Subcommittee

3 Representative Fine offered the following:

4

5 **Amendment**

6 Remove lines 103-140 and insert:

7 consecutive hours, unless:

8 1. The interruption is caused by a negligent or willful
9 act by the customer;

10 2. The interruption is caused by damage or loss of
11 electrical power on the customer's side of the service
12 demarcation point that prevents the receipt or use of service
13 that is otherwise available; or

14 3. The telecommunications company, by means of any other
15 platform, provides the customer with access to service

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16 substantially similar to the interrupted service during the
17 period of the interruption at no additional cost.

18 (c) Restoration of service for less than one hour during a
19 service interruption does not toll the time for purposes of
20 calculating the period of the service interruption. The credit
21 or refund shall be calculated by identifying the number of days
22 beyond the first 24 hours that service was interrupted, dividing
23 that number by the number of days in the billing period, and
24 multiplying the resulting fraction by the normal billing amount.
25 If the interrupted service is provided as part of a bundled
26 package that includes services not covered by this section, the
27 credit or refund shall be calculated based only on the portion
28 of the normal billing amount attributable to the interrupted
29 services covered by this section. The credit or refund must be
30 provided within 30 days after the service is restored or the
31 date of the customer's next bill following service restoration,
32 whichever is later. Notwithstanding any other provision of law
33 to the contrary, the commission shall impose a fine equal to 10
34 times the credit or refund amount upon any telecommunications
35 company that fails to provide a credit or refund as specified in
36 this paragraph. The commission may adopt rules to implement this
37 paragraph.

38 Section 3. Subsection (1) of section 610.108, Florida
39 Statutes, is amended to read:

40 610.108 Customer service standards.—

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

43 (b) A cable or video service provider may not charge a
44 customer for cable or video service that has been interrupted
45 for longer than 24 consecutive hours unless:

46 1. The interruption is caused by a negligent or willful
47 act by the customer;

48 2. The interruption is caused by damage or loss of
49 electrical power on the customer's side of the service
50 demarcation point that prevents the receipt or use of service
51 that is otherwise available; or

52 3. The cable or video service provider, by means of any
53 other platform, provides the customer with access to programming
54 or service substantially similar to the interrupted service
55 during the period of the interruption at no additional cost.

56 (c) Restoration of service for less than one hour during
57 the service interruption does not toll the calculation of time
58 for purposes of determining the length of the service
59 interruption. The credit or refund shall be calculated by
60 identifying the number of days beyond the first 24 hours that
61 service was interrupted, dividing that number by the number of
62 days in the billing period, and multiplying the resulting
63 fraction by the normal billing amount. If the interrupted
64 service is provided as part of a bundled package that includes
65 services not covered by this section, the credit or refund shall

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66 be calculated based only on the portion of the normal billing
67 amount attributable to the interrupted services covered by this
68 section. The credit or