

HB 2843 -- INTERNET SERVICE CONTRACTS

SPONSOR: Smith (155)

All contracts entered into after August 28, 2022, between an Internet service provider and a subscriber, shall include a provision for the Internet service provider to automatically reimburse the subscriber for outages that last longer than 24 continuous hours. Outages that exceed such limit require a prorata reimbursement to the subscriber in the billing period. The reimbursement may be for credit or refund.

The bill requires an Internet service provider to keep records of the outages for at least 180 days, and make the records available to the subscribers and the Attorney General. It is unlawful for an Internet service provider to fail to comply with the requirements of the bill and enforcement authority has been conferred upon the Attorney General.