



General Assembly

January Session, 2025

**Substitute Bill No. 545**



**AN ACT CONCERNING THE SATISFACTION OF  
TELECOMMUNICATIONS QUALITY OF SERVICE STANDARDS AND  
PROHIBITING REMOTE RECONNECTION FEES.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Subsection (b) of section 16-247a of the general statutes is  
2 repealed and the following is substituted in lieu thereof (*Effective October*  
3 *1, 2025*):

4 (b) As used in sections 16-247a to 16-247c, inclusive, as amended by  
5 this act, 16-247e to 16-247h, inclusive, 16-247k, and sections 16-247m to  
6 16-247r, inclusive:

7 (1) "Affiliate" means a person, firm or corporation which, with  
8 another person, firm or corporation, is under the common control of the  
9 same parent firm or corporation.

10 (2) "Competitive service" means (A) a telecommunications service  
11 deemed competitive in accordance with the provisions of section 16-  
12 247f, (B) a telecommunications service reclassified by the authority as  
13 competitive in accordance with the provisions of section 16-247f, or (C)  
14 a new telecommunications service provided under a competitive service  
15 tariff accepted by the authority, in accordance with the provisions of  
16 section 16-247f, provided the authority has not subsequently reclassified  
17 the service set forth in subparagraph (A), (B) or (C) of this subdivision

18 as noncompetitive pursuant to section 16-247f.

19 (3) "Emerging competitive service" means (A) a telecommunications  
20 service reclassified as emerging competitive in accordance with the  
21 provisions of section 16-247f, or (B) a new telecommunications service  
22 provided under an emerging competitive service tariff accepted by the  
23 authority, in accordance with the provisions of section 16-247f, or of a  
24 plan for an alternative form of regulation approved pursuant to section  
25 16-247k, provided the authority has not subsequently reclassified the  
26 service set forth in subparagraph (A) or (B) of this subdivision as  
27 competitive or noncompetitive pursuant to section 16-247f.

28 (4) "Incumbent local exchange carrier" means a telephone company  
29 that began providing telephone service in the state before the adoption  
30 of the federal Telecommunications Act of 1996.

31 ~~[(4)]~~ (5) "Noncompetitive service" means (A) a telecommunications  
32 service deemed noncompetitive in accordance with the provisions of  
33 section 16-247f, (B) a telecommunications service reclassified by the  
34 authority as noncompetitive in accordance with the provisions of  
35 section 16-247f, or (C) a new telecommunications service provided  
36 under a noncompetitive service tariff accepted by the authority, in  
37 accordance with the provisions of section 16-19, and any applicable  
38 regulations, or of a plan for an alternative form of regulation approved  
39 pursuant to section 16-247k, provided the authority has not  
40 subsequently reclassified the service set forth in subparagraph (A), (B)  
41 or (C) of this subdivision as competitive or emerging competitive  
42 pursuant to section 16-247f.

43 ~~[(5)]~~ (6) "Private telecommunications service" means any  
44 telecommunications service [which] that is not provided for public hire  
45 as a common carrier service and is utilized solely for the  
46 telecommunications needs of the person that controls such service and  
47 any subsidiary or affiliate thereof, except for telecommunications  
48 service which enables two entities other than such person, subsidiary or  
49 affiliate to communicate with each other.

50     ~~[(6)]~~ (7) "Telecommunications service" means any transmission in one  
51 or more geographic areas (A) between or among points specified by the  
52 user, (B) of information of the user's choosing, (C) without change in the  
53 form or content of the information as sent and received, (D) by means of  
54 electromagnetic transmission, including but not limited to, fiber optics,  
55 microwave and satellite, (E) with or without benefit of any closed  
56 transmission medium, and (F) including all instrumentalities, facilities,  
57 apparatus and services, except customer premises equipment, which are  
58 used for the collection, storage, forwarding, switching and delivery of  
59 such information and are essential to the transmission.

60     ~~[(7)]~~ (8) "Network elements" means "network elements", as defined in  
61 47 USC 153(a)(29).

62     Sec. 2. Section 16-247p of the general statutes is repealed and the  
63 following is substituted in lieu thereof (*Effective October 1, 2025*):

64     (a) [Not later than April 1, 2000, the] The Public Utilities Regulatory  
65 Authority shall, by regulations adopted pursuant to chapter 54,  
66 establish, [quality-of-service] monitor and enforce quality of service  
67 standards that shall apply to all telephone companies, incumbent local  
68 exchange carriers and certified telecommunications providers, [and to  
69 all telecommunications services] regardless of the transmission  
70 technology utilized, including, but not limited to, voice over Internet  
71 protocol. Such standards shall include, but not be limited to, measures  
72 relating to customer trouble reports, service outages, installation  
73 appointments and repeat problems as well as timeliness in responding  
74 to complaints or reports.

75     (1) The authority shall [include with the quality of service standards]  
76 adopt methodologies for monitoring compliance with and enforcement  
77 of [such] the quality of service standards. Such monitoring shall include  
78 input from employees of telephone companies, incumbent local  
79 exchange carriers and certified telecommunications providers,  
80 including members of collective bargaining units.

81     (2) The authority shall adopt semiannual quality of service report

82 requirements for any telephone company, incumbent local exchange  
83 carrier or certified telecommunications provider concerning such  
84 company, carrier or provider's compliance with the quality of service  
85 standards. Such semiannual reports shall be submitted by each such  
86 company, carrier or provider to the authority not later than the last day  
87 of the month following the semiannual reporting period established by  
88 the authority.

89 (3) The authority shall adopt exception report requirements for any  
90 telephone company, incumbent local exchange carrier or certified  
91 telecommunications provider that fails to meet any quality of service  
92 standard for more than two consecutive months. Any such exception  
93 report shall be submitted by any such company, carrier or provider to  
94 the authority not later than the last day of the month immediately  
95 following such company, carrier or provider's failure to meet a quality  
96 of service standard for more than two consecutive months.

97 (b) (1) Any company, carrier or provider that fails to comply with the  
98 semiannual report requirements or exception report requirements  
99 provided in subsection (a) of this section shall be fined not more than  
100 two thousand dollars for each violation in addition to any fines for  
101 failure to meet any quality of service standard. A violation of the  
102 provisions of this section concerning semiannual quality of service  
103 reports or exception reports shall constitute a continued violation  
104 pursuant to section 16-41 from the date the company, carrier or provider  
105 fails to timely provide any such report until the date the authority  
106 receives such report.

107 (2) The chairperson of the authority shall designate a representative  
108 of the authority's consumer affairs or enforcement unit to review, in  
109 consultation with the Office of Consumer Counsel, quality of service  
110 reports submitted pursuant to this section and to report to the authority  
111 a company, carrier or provider's failure to meet any quality of service  
112 standard indicated in any semiannual report.

113 [(b)] (c) Not later than April 1, 2000, the authority shall, by regulations

114 adopted pursuant to chapter 54, establish comprehensive performance  
115 standards and performance based reporting requirements for functions  
116 provided by a telephone company to a certified telecommunications  
117 provider, including, but not limited to, telephone company performance  
118 relating to customer ordering, preordering, provisioning, billing,  
119 maintenance and repair. Such service standards shall be sufficiently  
120 comprehensive to ensure that a telephone company meets its  
121 obligations under 47 USC 251. Such regulations may also contain  
122 provisions the authority deems necessary to prevent anticompetitive  
123 actions by any telephone company or certified telecommunications  
124 provider.

125       Sec. 3. (NEW) (*Effective October 1, 2025*) (a) For the purposes of this  
126 section:

127       (1) "Telecommunications company" means any public service  
128 company, telephone company or certified telecommunications  
129 provider, as such terms are defined in section 16-1 of the general  
130 statutes, offering telephone or telecommunications services, including  
131 voice over Internet protocol services, capable of accessing the 9-1-1  
132 service.

133       (2) "Remote reconnection" means the reestablishment of usability of  
134 a telecommunications service that has been temporarily disconnected  
135 by remote means without the need for the telecommunications  
136 company to visit a customer's premises.

137       (3) "Reconnection fee" means any charge imposed by a  
138 telecommunications company to restore telephone or  
139 telecommunications service that has been temporarily disconnected for  
140 any reason.

141       (4) "Customer" means any individual or entity receiving  
142 telecommunications services from a telecommunications company.

143       (5) "Temporarily disconnected" means service that has been  
144 interrupted for fewer than fourteen days.

145 (b) No telecommunications company shall charge a reconnection fee  
 146 to a customer for a remote reconnection following a temporary  
 147 disconnection of service. The prohibition against reconnection fees in  
 148 this subsection applies (1) regardless of the reason for such  
 149 disconnection, including, but not limited to, nonpayment or other  
 150 breaches of a service agreement by the customer, and (2) whether the  
 151 customer requested a reconnection of service or the company initiated  
 152 such reconnection.

153 (c) The provisions of this section shall not be construed to prohibit a  
 154 telecommunications company from requiring a customer to pay the  
 155 customer's outstanding balance due before restoring service, except that  
 156 no such payment prior to restoration of service may be required for a  
 157 residential telephone or telecommunications customer account  
 158 associated with a dwelling unit wherein each adult resident (1) is over  
 159 the age of sixty, or (2) meets the definition of blind, physically disabled  
 160 or intellectually disabled, as defined in section 1-1f or 1-1g of the general  
 161 statutes.

162 (d) The provisions of this section shall not apply to any fee associated  
 163 with the establishment of a new account or the activation of new  
 164 equipment with a telecommunications company.

165 (e) Any telecommunications company that violates the provisions of  
 166 this section shall be subject to a civil penalty of not more than one  
 167 thousand dollars per violation, per customer, and shall be required to  
 168 reimburse any customer for any unlawfully charged reconnection fees.

169 (f) The Public Utilities Regulatory Authority shall have the authority  
 170 to enforce compliance with this section and may designate a member  
 171 from its consumer affairs or enforcement unit to conduct such  
 172 investigation and enforcement.

This act shall take effect as follows and shall amend the following sections:		
Section 1	October 1, 2025	16-247a(b)

Sec. 2	<i>October 1, 2025</i>	16-247p
Sec. 3	<i>October 1, 2025</i>	New section

***Statement of Legislative Commissioners:***

In Section 3, technical changes were made for adherence to standard drafting conventions; and in Section 3(b), "temporary" was added before "disconnection", for accuracy.

***ET***            *Joint Favorable Subst. -LCO*