



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2 repealed and the following is substituted in lieu thereof (*Effective October*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:		
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Section 1	October 1, 2025	16-247a(b)
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Sec. 2	<i>October 1, 2025</i>	16-247p
Sec. 3	<i>October 1, 2025</i>	New section

ET *Joint Favorable Subst. -LCO*

JUD *Joint Favorable*