

STATE OF MAINE

—
IN THE YEAR OF OUR LORD
TWO THOUSAND TWENTY

—
H.P. 1441 - L.D. 2031

**An Act To Require a Cable System Operator To Provide a Pro Rata Credit
When Service Is Cancelled by a Subscriber**

Be it enacted by the People of the State of Maine as follows:

Sec. 1. 30-A MRSA §3010, sub-§1-A, as amended by PL 2007, c. 548, §2, is further amended to read:

1-A. Service ~~disconnection~~ cancellation. A franchisee must discontinue billing a subscriber for a service within ~~40~~ 2 working days after the subscriber requests to cancel that service ~~disconnection~~ unless the subscriber unreasonably hinders access by the franchisee to equipment of the franchisee on the premises of the subscriber to which the franchisee must have access to complete the requested ~~disconnection~~ cancellation of service. A franchisee shall grant a subscriber a pro rata credit or rebate for the days of the monthly billing period after the cancellation of service if that subscriber requests cancellation of service 3 or more working days before the end of the monthly billing period.

Sec. 2. 30-A MRSA §3010, sub-§2-A, as enacted by PL 2007, c. 104, §1, is amended to read:

2-A. Notice on subscriber bills; credits and refunds. Every franchisee shall include on each subscriber bill for service a notice regarding the subscriber's right to a pro rata credit or rebate for interruption of service upon request in accordance with subsection 1 or cancellation of service in accordance with subsection 1-A. The notice must include a toll-free telephone number and a telephone number accessible by a teletypewriter device or TTY for contacting the franchisee to request the pro rata credit or rebate for service interruption or service cancellation. The notice must be in nontechnical language, understandable by the general public and printed in a prominent location on the bill in boldface type.