

HB 3396 STAFF MEASURE SUMMARY

House Committee On Business and Labor

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Meeting Dates: 4/10, 4/14

WHAT THE MEASURE DOES:

Requires cable, phone and Internet providers to provide customer with written confirmation of rate, terms or conditions of offer within ten days of verbal agreement between customer and service provider. Makes violation of requirement to provide written confirmation an unlawful trade practice. Allows private right of action for customer seeking remedy.

ISSUES DISCUSSED:

EFFECT OF AMENDMENT:

No amendment.

BACKGROUND:

Offers made over the phone for cable, Internet and phone service can include complicated conditions and various rate schedules that can be difficult to understand or recall correctly. House Bill 3396 requires the service provider to follow up with a written confirmation of the terms, conditions and rates after the customer and the service provide make a verbal agreement. Violation of the requirement is an unlawful trade practice and subject to a right of private of action.