

HOUSE No. 3271

By Mr. Ayers of Quincy, petition of Bruce J. Ayers for legislation to further regulate the operation of cable television systems. Telecommunications, Utilities and Energy.

The Commonwealth of Massachusetts

In the Year Two Thousand and Seven.

AN ACT FURTHER REGULATING THE OPERATION OF CABLE TELEVISION PROVIDERS BY REQUIRING COMPILATION OF STATISTICS DETAILING SUBSCRIBER SATISFACTION.

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

1 Section 5 of Chapter 166A of the General Laws, as appearing in
2 the 2004 Official Edition, is hereby amended by inserting the
3 following new subsection at the end thereof:—
4 (p) Cable television providers shall annually insert a comment
5 card inside their customer billing statement which allows subscribers
6 to rate the service provider on quality of signal reception, response
7 to requests for maintenance of lines or equipment, proficiency of
8 customer service in response to customer inquiries or service calls
9 and a section allowing customers to indicate a preference for new
10 programming and to suggest discontinuation of certain existing pro-
11 gramming. Within 6 months after receiving the replies to this survey,
12 said cable television providers shall forward the results of such
13 survey to the local entity responsible for implementing cable service
14 or for monitoring its ongoing operations.