



COMMONWEALTH OF MASSACHUSETTS

Department of Telecommunications and Cable

1000 Washington Street, Suite 600, Boston, MA 02118

(617) 305-3580

www.mass.gov/dtc

MAURA T. HEALEY
GOVERNOR

KIMBERLEY DRISCOLL
LIEUTENANT GOVERNOR

YVONNE HAO
SECRETARY
EXECUTIVE OFFICE OF
ECONOMIC DEVELOPMENT

LAYLA R. D'EMILIA
UNDERSECRETARY

KAREN CHARLES
COMMISSIONER

REGULATORY BULLETIN TO MASSACHUSETTS CABLE PROVIDERS

June 14, 2024

The Massachusetts Department of Telecommunications and Cable (“DTC”) issues this Regulatory Bulletin as a reminder to cable television providers operating in Massachusetts (“Cable Providers”) of their obligations to comply with all DTC regulations, specifically the billing and termination of cable service rules in 207 CMR 10.00.

This notice serves as a reminder that a Cable Provider must annually file the following documents with DTC, the issuing authority, and the operator’s local office, by March 15th:

- a copy of its billing practices notice, work order, and sample subscriber bill. *See* 207 CMR 10.01(2).
- a copy of its programming services, rates, and charges. *See* 207 CMR 10.02(6).

Any amendments to these filings must also be filed with all parties listed above.

Further, at least 30 days prior to implementing an increase in one of its rates, charges, or fees, or a substantial change in the number or type of programming services, a Cable Provider must notify, in writing, DTC, the issuing authority, and all affected subscribers of the change and include a description of the increased rate or charge. The notice shall list the old and new rate or charge and, if applicable, the old and new programming services provided. *See* 207 CMR 10.02(2).

All filings made to DTC shall be submitted to the attention of Shonda Green, Department Secretary, at the above address, or by email, at dtc.efiling@mass.gov.

Thank you for your attention to this matter. Please contact Hearing Officer Alan Gill with any questions, by phone at (617) 305-3580 or by email at alan.gill@mass.gov.