

HOUSE No.

The Commonwealth of Massachusetts

PRESENTED BY:

Bruce J. Ayers

To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:

The undersigned legislators and/or citizens respectfully petition for the passage of the accompanying bill:

An Act further regulating the operation of cable television providers by requiring compilation of statistics detailing subscriber satisfaction.

PETITION OF:

NAME:

Bruce J. Ayers

DISTRICT/ADDRESS:

1st Norfolk

[SIMILAR MATTER FILED IN PREVIOUS SESSION
SEE HOUSE, NO. 3271 OF 2007-2008.]

The Commonwealth of Massachusetts

In the Year Two Thousand and Nine

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