

SENATE, No. 2885

STATE OF NEW JERSEY
219th LEGISLATURE

INTRODUCED SEPTEMBER 14, 2020

Sponsored by:

Senator ANTHONY M. BUCCO

District 25 (Morris and Somerset)

SYNOPSIS

Requires CATV company to establish toll-free telephone number for customers to report and to receive updates concerning CATV service outages.

CURRENT VERSION OF TEXT

As introduced.



1 AN ACT concerning a cable television service outage toll-free
2 telephone number and supplementing Title 48 of the Revised
3 Statutes.

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5 **BE IT ENACTED** *by the Senate and General Assembly of the State*
6 *of New Jersey:*

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8 1. a. A cable television company shall establish and maintain a
9 toll-free telephone number that may be used by its customers to
10 report CATV service outages, to receive updates concerning the
11 status of CATV service outages, and to receive information
12 concerning the resumption of CATV service, which shall include, but
13 not be limited to, an estimated time of CATV service restoration.

14 b. A cable television company shall publish the toll-free
15 telephone number required, pursuant to subsection a. of this section,
16 with an explanation of the purpose of the toll-free telephone number,
17 on every periodic bill sent to each customer of the cable television
18 company and in a prominent location on the homepage of the cable
19 television company's Internet website.

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21 2. This act shall take effect immediately but shall remain
22 inoperative for 60 days following the date of enactment.

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25 STATEMENT

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27 This bill requires a cable television (CATV) company to establish
28 and maintain a toll-free telephone number that may be used by its
29 customers to report CATV service outages, to receive updates
30 concerning the status of CATV service outages, and to receive
31 information concerning the resumption of CATV service, which shall
32 include, but not be limited to, an estimated time of CATV service
33 restoration.

34 Under the bill, a CATV company is to publish the toll-free
35 telephone number, with an explanation of the purpose of the toll-free
36 telephone number, on every periodic bill sent to each customer of the
37 cable television company and in a prominent location on the
38 homepage of the CATV company's Internet website.