

Senate Fiscal Agency  
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**SFA****BILL ANALYSIS**

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Senate Bill 1342 (as introduced 9-19-00)  
Sponsor: Senator Mike Rogers  
Committee: Technology and Energy

Date Completed: 9-20-99

### **CONTENT**

The bill would amend the Michigan Telecommunications Act (MTA) to require that a provider of basic local exchange service file a report with the Public Service Commission (PSC), by the fifth day of each month, on the average response time to a service outage request from a residential customer for the preceding month. A provider's response time could not exceed 36 hours for any given month.

In addition to any other penalties allowed under the bill or the MTA, a provider that violated the bill could be fined \$1 million by the PSC.

If a customer's service were reported or otherwise found to be out of service and the outage remained for more than 24 hours, the provider would have to make the following adjustment to the customer's next billing period:

- If the outage were for less than 72 hours, the customer would have to receive a credit equal to the prorated amount of his or her monthly service rate for the time of service outage.
- If the outage were for 72 hours or more, the customer would have to receive a credit equal to the prorated amount of his or her monthly service rate for the time of service outage and a credit equal to three times the prorated amount of his or her monthly service rate for any time of service outage that was greater than 72 hours.

Proposed MCL 484.2309c

Legislative Analyst: P. Affholter

### **FISCAL IMPACT**

This bill would allow the Public Service Commission to assess a fine of \$1 million for a provider that did not meet the requirements of the bill. This bill would increase revenue to the State if any providers were found to be in violation.

Fiscal Analyst: M. Tyszkiewicz

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This analysis was prepared by nonpartisan Senate staff for use by the Senate in its deliberations and does not constitute an official statement of legislative intent.