

SENATE BILL NO. 1312

103RD GENERAL ASSEMBLY

INTRODUCED BY SENATOR SCHROER.

4486S.011

KRISTINA MARTIN, Secretary

AN ACT

To amend chapter 393, RSMo, by adding thereto one new section relating to billing for certain internet service interruption.

Be it enacted by the General Assembly of the State of Missouri, as follows:

Section A. Chapter 393, RSMo, is amended by adding thereto
2 one new section, to be known as section 393.1690, to read as
3 follows:

**393.1690. 1. As used in this section, the following
2 terms mean:**

3 (1) "Commission", the Missouri public service
4 commission;

5 (2) "Internet service interruption", an interruption
6 in internet service to a customer if such internet service
7 interruption was not caused by the customer.

8 2. Notwithstanding any law, rule, order, decision,
9 permit, agreement, contract, or any other relevant authority
10 to the contrary, an internet service provider shall provide
11 an automatic fifty percent discount to a customer's internet
12 bill if the customer experienced three internet service
13 interruptions lasting thirty minutes per each internet
14 service interruption within a thirty day period.

15 3. An internet service provider shall create a form on
16 the internet service provider's website on which customers
17 may record each instance of internet service interruption,

18 including, but not limited to: date, time, geographic
19 location, and duration of each internet service
20 interruption. The information submitted on the form under
21 this subsection shall be stored into each customer's file
22 and made available to customers by the internet service
23 provider.

24 4. The commission shall require an internet service
25 provider to maintain a record detailing each instance of an
26 internet service interruption. The record shall not include
27 disconnection of internet service to customers for good
28 cause. The record shall include:

29 (1) Date, time, and duration of an internet service
30 interruption;

31 (2) Number of customers affected by the internet
32 service interruption;

33 (3) Description of the cause of the internet service
34 interruption, including any equipment involved in the
35 internet service interruption, if applicable;

36 (4) Geographical area where internet service
37 interruption occurred;

38 (5) Measures taken by the internet provider to restore
39 internet service;

40 (6) Measures taken by the internet provider to prevent
41 future internet service interruptions.

42 5. Copies of the record detailing information required
43 under subsection 4 of this section shall be made public by
44 an internet service provider on the internet service
45 provider's website.

46 6. The commission shall promulgate rules to ensure
47 compliance with provisions of this section. Any rule or
48 portion of a rule, as that term is defined in section
49 536.010, that is created under the authority delegated in

50 this section shall become effective only if it complies with
51 and is subject to all of the provisions of chapter 536 and,
52 if applicable, section 536.028. This section and chapter
53 536 are nonseverable and if any of the powers vested with
54 the general assembly pursuant to chapter 536 to review, to
55 delay the effective date, or to disapprove and annul a rule
56 are subsequently held unconstitutional, then the grant of
57 rulemaking authority and any rule proposed or adopted after
58 August 28, 2026, shall be invalid and void.

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