



Senate Fiscal Agency  
P. O. Box 30036  
Lansing, Michigan 48909-7536

**BILL ANALYSIS**

Telephone: (517) 373-5383  
Fax: (517) 373-1986  
TDD: (517) 373-0543

House Bill 4283 (Substitute H-3 as reported without amendment)

Sponsor: Representative John Pappageorge

House Committee: Energy and Technology

Senate Committee: Technology and Energy

**CONTENT**

The bill would amend the Michigan Telecommunications Act to require a telecommunication provider to provide shut-off protection to a qualifying customer who experienced a reduction in household income through a call to active duty status in the military.

Under the bill, "qualifying customer" would mean all of the following:

- A residential household where the income was reduced because the customer of record, or the customer's spouse, was called to active military service by the President of the United States or the Governor of Michigan during a time of declared national or State emergency or war.
- Assistance was needed by the residential household to maintain telecommunication service.
- The residential household notified the provider of the need for assistance and provided verification of the call to active duty status.

A qualifying customer could apply for shut-off protection for up to 90 days by notifying the provider that he or she was in need of assistance. Upon application, the provider could grant one or more extensions. A qualifying customer would have to notify the provider of the end of the call to active duty status as soon as it was known.

The bill specifies that shut-off protection would not void or limit the qualifying customer's obligation to pay for services received during the assistance period, unless waived by the provider.

Within 48 hours of receiving all information requested of the qualifying customer, a provider would have to create a repayment plan requiring minimum monthly payments that allowed the qualifying customer to pay any past due amounts over a reasonable time period of up to one year, and provide information regarding any governmental, provider, or other assistance programs.

Proposed MCL 484.2314a

Legislative Analyst: Julie Koval

**FISCAL IMPACT**

The bill would have no fiscal impact on State or local government.

Date Completed: 10-30-03

Fiscal Analyst: Maria Tyszkiewicz