

SUBSTITUTE FOR
HOUSE BILL NO. 4283

A bill to amend 1991 PA 179, entitled
"Michigan telecommunications act,"
(MCL 484.2101 to 484.2701) by adding section 314a.

THE PEOPLE OF THE STATE OF MICHIGAN ENACT:

- 1 Sec. 314a. (1) Except as otherwise provided by this
2 section, a telecommunication provider shall not discontinue basic
3 local exchange telecommunication service to the residence of a
4 qualifying customer who has made a filing under this section.
- 5 (2) A qualifying customer may apply for shut-off protection
6 for telecommunication service under this section by notifying the
7 provider that the qualifying customer is in need of assistance
8 caused by a reduction in household income through a call to
9 active duty status in the military.
- 10 (3) A provider of service may request verification of the
11 call to active duty status from the qualifying customer. A

1 provider of service may also request verification of the
2 qualified customer's reduction in household income.

3 (4) A provider of service may require restrictions or
4 elimination of calling features or toll service as a condition of
5 granting a qualifying customer's request for shut-off protection
6 under this section.

7 (5) A qualifying customer may receive shut-off protection
8 from the provider of service under this section for up to 90
9 days. Upon application to the provider, the provider may grant
10 the qualifying customer 1 or more extensions.

11 (6) A qualifying customer receiving assistance under this
12 section shall notify the provider of the end of the call to
13 active duty status as soon as that status is known.

14 (7) Unless waived by the provider, the shut-off protection
15 provided under this section does not void or limit the obligation
16 of the qualifying customer to pay for telecommunication services
17 received during the time of assistance.

18 (8) Within 48 hours of receiving all information requested
19 of the qualifying customer, a provider shall do all of the
20 following:

21 (a) Create a repayment plan requiring minimum monthly
22 payments that allows the qualifying customer to pay any past due
23 amounts over a reasonable time period not to exceed 1 year.

24 (b) Provide a qualifying customer with information regarding
25 any governmental, provider, or other assistance programs.

26 (9) This section does not affect or amend any commission
27 rules or orders pertaining to billing standards. If the terms

1 and conditions arranged by the provider with the qualifying
2 customer under subsection (8) are not followed by the customer,
3 then the provider shall follow procedures as set forth in the
4 commission's billing standards for basic residential
5 telecommunication service.

6 (10) As used in this section, "qualifying customer" means
7 all of the following:

8 (a) A residential household where the income is reduced
9 because the customer of record, or the spouse of the customer of
10 record, is called to active military service by the president of
11 the United States or the governor of this state during a time of
12 declared national or state emergency or war.

13 (b) Assistance is needed by the residential household to
14 maintain telecommunication service.

15 (c) The residential household notifies the provider of the
16 need for assistance and provides verification of the call to
17 active duty status.