

FIRST REGULAR SESSION

HOUSE BILL NO. 238

102ND GENERAL ASSEMBLY

INTRODUCED BY REPRESENTATIVE SMITH (155).

0593H.011

DANA RADEMAN MILLER, Chief Clerk

AN ACT

To amend chapter 436, RSMo, by adding thereto one new section relating to internet service providers.

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

Section A. Chapter 436, RSMo, is amended by adding thereto one new section, to be
2 known as section 436.710, to read as follows:

3 **436.710. 1. Any contract entered into after August 28, 2023, between an internet**
4 **service provider and a subscriber shall contain a provision that the internet service**
5 **provider shall grant an automatic reimbursement for any outage of service that lasts**
6 **longer than twenty-four continuous hours, provided the outage was not caused by the**
7 **subscriber. Any subscriber's outage exceeding such limit shall be reimbursed a**
8 **prorated amount in the billing period. The reimbursement may take the form of a**
9 **credit or a refund.**

10 **2. To comply with the provisions of this section, internet service providers shall**
11 **keep, maintain, and make available to subscribers and the attorney general records of**
12 **subscriber service outages for at least one hundred eighty days.**

13 **3. It shall be unlawful for any internet service provider in this state to fail to**
14 **comply with the provisions of this section. If a subscriber does not receive a**
15 **reimbursement or amended billing as provided in this section, the subscriber shall have**
16 **recourse to the attorney general, who shall enforce the provisions of this section.**

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EXPLANATION — Matter enclosed in bold-faced brackets [thus] in the above bill is not enacted and is intended to be omitted from the law. Matter in bold-face type in the above bill is proposed language.