

HOUSE BILL 1562

I3

6lr2917

By: **Delegate Wu**

Introduced and read first time: February 13, 2026

Assigned to: Environment and Transportation

A BILL ENTITLED

1 AN ACT concerning

2 **Consumer Protection – Telecommunications Service Outage – Automatic Credit**
3 **(Automatic Telecommunications Service Outage Credit Act)**

4 FOR the purpose of requiring a commercial telecommunications service provider to
5 automatically provide a service disruption credit to the account of a customer
6 impacted by a material service outage; establishing the minimum amount of the
7 credit for the service outage; establishing that a violation of this Act is an unfair,
8 abusive, or deceptive trade practice subject to enforcement and penalty provisions
9 under the Maryland Consumer Protection Act; and generally relating to consumer
10 protection and telecommunications services.

11 BY repealing and reenacting, with amendments,
12 Article – Commercial Law
13 Section 13–301(14)(xlvii)
14 Annotated Code of Maryland
15 (2025 Replacement Volume)

16 BY repealing and reenacting, without amendments,
17 Article – Commercial Law
18 Section 13–301(14)(xlviii)
19 Annotated Code of Maryland
20 (2025 Replacement Volume)

21 BY adding to
22 Article – Commercial Law
23 Section 13–301(14)(xlix); and 14–5101 through 14–5105 to be under the new subtitle
24 “Subtitle 51. Automatic Telecommunications Service Outage Credit Act”
25 Annotated Code of Maryland
26 (2025 Replacement Volume)

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



1 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,
2 That the Laws of Maryland read as follows:

3 **Article – Commercial Law**

4 13–301.

5 Unfair, abusive, or deceptive trade practices include any:

6 (14) Violation of a provision of:

7 (xlvii) Title 14, Subtitle 50 of this article; [or]

8 (xlviii) Section 13–411.1(c)(2) of the Transportation Article; or

9 **(XLIX) TITLE 14, SUBTITLE 51 OF THIS ARTICLE; OR**

10 **SUBTITLE 51. AUTOMATIC TELECOMMUNICATIONS SERVICE OUTAGE CREDIT**
11 **ACT.**

12 **14–5101.**

13 **(A) IN THIS SUBTITLE THE FOLLOWING WORDS HAVE THE MEANINGS**
14 **INDICATED.**

15 **(B) “COMMERCIAL TELECOMMUNICATIONS SERVICE PROVIDER” MEANS A**
16 **PERSON WHO IS A PROVIDER OF TELECOMMUNICATIONS SERVICES, AS DEFINED IN**
17 **47 U.S.C. § 153, TO RETAIL CONSUMERS IN THE STATE.**

18 **(C) “MATERIAL SERVICE OUTAGE” MEANS A DISRUPTION OR**
19 **UNAVAILABILITY OF A COMMERCIAL TELECOMMUNICATIONS SERVICE PROVIDER’S**
20 **WIRELESS VOICE, TEXT, OR DATA SERVICE THAT:**

21 **(1) LASTS AT LEAST 3 CONSECUTIVE HOURS; AND**

22 **(2) AFFECTS A CUSTOMER’S ABILITY TO ACCESS WIRELESS SERVICE**
23 **AT THE CUSTOMER’S PRIMARY SERVICE LOCATION OR WITHIN THE PROVIDER’S**
24 **COVERED SERVICE AREA.**

25 **(D) “SERVICE DISRUPTION CREDIT” MEANS A BILLING ADJUSTMENT OR**
26 **CREDIT APPLIED TO A CUSTOMER’S ACCOUNT TO COMPENSATE FOR A MATERIAL**
27 **SERVICE OUTAGE.**

28 **14–5102.**

1 **(A) A COMMERCIAL TELECOMMUNICATIONS SERVICE PROVIDER THAT**
2 **EXPERIENCES A MATERIAL SERVICE OUTAGE SHALL AUTOMATICALLY APPLY A**
3 **SERVICE DISRUPTION CREDIT TO THE ACCOUNT OF EACH CUSTOMER AFFECTED BY**
4 **THE MATERIAL SERVICE OUTAGE.**

5 **(B) THE SERVICE DISRUPTION CREDIT REQUIRED UNDER THIS SECTION**
6 **SHALL BE APPLIED:**

7 **(1) WITHOUT REQUIRING ANY CUSTOMER ACTION; AND**

8 **(2) TO THE CUSTOMER'S NEXT BILLING STATEMENT OR, IF NOT**
9 **PRACTICABLE, NOT LATER THAN THE SECOND BILLING CYCLE IMMEDIATELY**
10 **FOLLOWING RESTORATION OF SERVICE.**

11 **(C) THE MINIMUM SERVICE DISRUPTION CREDIT REQUIRED UNDER THIS**
12 **SECTION FOR EACH MATERIAL SERVICE OUTAGE SHALL BE NOT LESS THAN A**
13 **PRORATED AMOUNT THAT IS EQUIVALENT TO 1 FULL DAY OF THE CUSTOMER'S**
14 **RECURRING MONTHLY SERVICE CHARGE.**

15 **(D) NOTHING IN THIS SECTION MAY BE CONSTRUED TO:**

16 **(1) REGULATE TELECOMMUNICATIONS SERVICE RATES OR PRICING**
17 **STRUCTURES; OR**

18 **(2) PREVENT A COMMERCIAL TELECOMMUNICATIONS SERVICE**
19 **PROVIDER FROM PROVIDING A SERVICE DISRUPTION CREDIT THAT IS GREATER**
20 **THAN THE AMOUNT REQUIRED UNDER SUBSECTION (C) OF THIS SECTION.**

21 **14-5103.**

22 **(A) A COMMERCIAL TELECOMMUNICATIONS SERVICE PROVIDER SHALL**
23 **PROVIDE REASONABLE NOTICE TO AFFECTED CUSTOMERS OF:**

24 **(1) THE OCCURRENCE OF A MATERIAL SERVICE OUTAGE;**

25 **(2) THE ESTIMATED DURATION OF THE OUTAGE, IF KNOWN; AND**

26 **(3) THE AUTOMATIC APPLICATION OF A SERVICE DISRUPTION**
27 **CREDIT.**

28 **(B) THE NOTICE REQUIRED UNDER SUBSECTION (A) OF THIS SECTION MAY**
29 **BE PROVIDED BY TEXT MESSAGE, BY E-MAIL, THROUGH AN APPLICATION ON A**

1 MOBILE DEVICE, OR BY POSTING ON THE COMMERCIAL TELECOMMUNICATIONS
2 SERVICE PROVIDER'S PUBLIC WEBSITE.

3 14-5104.

4 A VIOLATION OF THIS SUBTITLE IS:

5 (1) AN UNFAIR, ABUSIVE, OR DECEPTIVE TRADE PRACTICE WITHIN
6 THE MEANING OF TITLE 13 OF THIS ARTICLE; AND

7 (2) SUBJECT TO THE ENFORCEMENT AND PENALTY PROVISIONS
8 CONTAINED IN TITLE 13 OF THIS ARTICLE.

9 14-5105.

10 THIS SUBTITLE MAY BE CITED AS THE AUTOMATIC TELECOMMUNICATIONS
11 SERVICE OUTAGE CREDIT ACT.

12 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect
13 October 1, 2026.