



**CARRINGTON & ASSOCIATES, LLC**

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**HB1562 - Consumer Protection - Telecommunications Service Outage -  
Automatic Credit  
Position: Support**

Carrington & Associates, LLC supports HB1562. The bill establishes a straightforward consumer protection standard that requires commercial telecommunications providers to automatically issue a service credit when customers experience a material service outage. The bill also establishes minimum credit amounts and clarifies that failure to provide such a credit constitutes an unfair or deceptive trade practice under Maryland's Consumer Protection Act.

In today's economy, telecommunications services are not a luxury. Internet, phone, and related communications services are essential infrastructure for work, education, healthcare access, commerce, and public safety. When service fails, households and businesses are often left without the ability to function normally, yet customers are still expected to pay full price for services they did not receive.

HB1562 introduces a basic principle of fairness into the telecommunications marketplace. When a consumer pays for a service that is unavailable due to a provider outage, the customer should automatically receive a credit for the disruption. Consumers should not be required to navigate complicated customer service systems, file complaints, or negotiate refunds simply to receive compensation for service they never received.

This legislation also promotes accountability. By establishing automatic credits and linking violations to Maryland's consumer protection enforcement framework, the bill creates a clear incentive for providers to maintain reliable networks and respond quickly when outages occur. At the same time, the bill does not impose unreasonable burdens on providers. It simply ensures that customers are treated fairly when service failures occur.

Many Maryland residents rely on telecommunications services to work remotely, attend school, operate small businesses, and access emergency information. When outages occur, the impact can be immediate and significant. HB1562 helps ensure that the financial burden of those disruptions does not fall entirely on consumers.

For these reasons, we respectfully urge the Committee to give HB1562 a favorable report.

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