



**HB1562: Consumer Protection - Telecommunications Service Outage -
Automatic Credit (Automatic Telecommunications Service Outage Credit Act)**

Position: Favorable

March 13, 2026

The Honorable Marc Korman, Chair
Environment and Transportation Committee
250 Taylor House Office Building
Annapolis, MD 21401
Cc: Members of the Committee

Chair Korman and Members of the Committee,

Economic Action Maryland Fund urges a favorable report on HB1562, which would require service providers to automatically provide a rebate for interruptions in service.

Like many others, our staff, clients and supporters were impacted by the Verizon service outage earlier this session. The outage was a significant disruption for everyone affected, impacting communications, navigation, and other critical functions. For many of our low-income clients, their wireless device is their only access to the internet, and this disruption was not just an inconvenience, it was a major impediment.

Requiring individuals to take additional steps to secure minimal compensation from the service provider is an unnecessary and unduly burdensome step. For individuals who already lost time due to the original service interruption, requiring them to take additional time out of their day to request their reimbursement is unacceptable.

For these reasons, we urge a favorable report on HB1562.

Sincerely,
Jennifer Bevan-Dangel,
Deputy Director

Economic Action (formerly the Maryland Consumer Rights Coalition) champions economic rights and housing justice through advocacy, research, consumer education, and direct service. Our 12,500 supporters include consumer advocates, practitioners, and low-income and working families throughout Maryland.

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