



General Assembly

**Substitute Bill No. 3**

February Session, 2024



**AN ACT CONCERNING CONSUMER PROTECTION.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (*Effective from passage*) (a) As used in this section,  
2 "broadband Internet access service", "broadband Internet access service  
3 provider" and "digital equity" have the same meanings as provided in  
4 section 16-330a of the general statutes.

5 (b) It is declared to be the public policy of the state:

6 (1) To ensure digital equity for all residents of the state;

7 (2) To ensure that all residents of the state have access to broadband  
8 Internet access service that:

9 (A) Is sufficient and reliable, with Internet speeds that are sufficient  
10 to meet the growing demand and reliance on broadband Internet access  
11 service for access to economic prosperity, education, government,  
12 health care and public safety;

13 (B) Is ubiquitous by ensuring that sufficient and reliable access to  
14 broadband Internet access service is available throughout the state and  
15 on tribal land, including, but not limited to, (i) the most rural areas of  
16 the state, (ii) the most populated urban areas of the state, and (iii) low-

17 income neighborhoods in the state;

18 (C) Is affordable, regardless of their geographic location or household  
19 income;

20 (D) Provides educational opportunities and supports digital skills  
21 proficiency to ensure that they have access to opportunities to thrive in  
22 a digital world;

23 (E) Ensures public safety and maintains the peace of mind that comes  
24 from knowing that they have reliable access to emergency response  
25 services and emergency alert systems in the event of emergencies or  
26 catastrophic disasters;

27 (F) Improves their quality of life by advancing their economic status  
28 through access to educational opportunities, health care and new job  
29 opportunities;

30 (G) Supports economic prosperity by ensuring that all entrepreneurs  
31 and workers, and all businesses, employers, enterprises and start-ups  
32 regardless of size and including, but not limited to, agricultural  
33 businesses, employers, enterprises, entrepreneurs and start-ups, in the  
34 state have access to broadband Internet access service that optimizes the  
35 value of their contributions to the economy for the purpose of ensuring  
36 global competitiveness;

37 (H) Attracts capital investment to the state because ubiquitous  
38 broadband Internet access service is essential to ensure that the state  
39 continues to attract the state's fair share of global capital investment to  
40 support and enhance the state's economic prosperity;

41 (I) Supports innovation and research in the state by ensuring that  
42 broadband Internet infrastructure connects all research institutions in  
43 the state to sustain world-class research and innovation that drives  
44 economic productivity in the state; and

45 (J) Empowers and enables participation in the democratic process so

46 that all residents of the state are connected to the Internet with sufficient  
47 speed to participate in government, online educational opportunities  
48 and telehealth for their quality of life and public safety;

49 (3) That determining minimum speeds for broadband Internet access  
50 service should be performance based to support online educational  
51 opportunities, telehealth and remote working by a majority of  
52 households online, simultaneously and with an increasing need for  
53 symmetrical network speeds;

54 (4) That public broadband investments are prioritized to connect  
55 entire communities and address digital redlining in historically  
56 unserved and underserved communities; and

57 (5) To the extent technically feasible, for all broadband Internet access  
58 service subscribers within a broadband Internet access service  
59 provider's service territory to be able to subscribe to broadband Internet  
60 access service (A) that provides comparable capacities, latency, speeds  
61 and other quality-of-service metrics, and (B) on comparable terms and  
62 conditions.

63 (c) No provision of this section shall be construed to (1) create a  
64 private right of action against the state to enforce any provision of this  
65 section, or (2) oblige the state to enforce any provision of this section.

66 Sec. 2. (NEW) (*Effective July 1, 2024*) (a) As used in this section:

67 (1) "Affordable broadband Internet access service" means broadband  
68 Internet access service that (A) provides the capability to transmit data  
69 to and receive data from an Internet endpoint in a household, (B) costs  
70 not more than forty dollars per month, and (C) meets the minimum  
71 speed requirements set forth in subsection (c) of this section;

72 (2) "Broadband Internet access service" has the same meaning as  
73 provided in section 16-330a of the general statutes;

74 (3) "Broadband Internet access service provider" has the same

75 meaning as provided in section 16-330a of the general statutes;

76 (4) "Commissioner" means the Commissioner of Consumer  
77 Protection;

78 (5) "Department" means the Department of Consumer Protection;

79 (6) "Eligible household" means (A) a resident of a group home or  
80 congregate care facility that (i) is participating in a qualified public  
81 assistance program, and (ii) is located within a qualified broadband  
82 Internet access service provider's service territory in this state, and (B) a  
83 household (i) in which at least one resident is participating in a qualified  
84 public assistance program, and (ii) that is located within a qualified  
85 broadband Internet access service provider's service territory in this  
86 state;

87 (7) "Qualified broadband Internet access service provider" means a  
88 broadband Internet access service provider that is doing business in this  
89 state and with any state agency, including, but not limited to, through a  
90 procurement contract;

91 (8) "Qualified public assistance program" means (A) the Connecticut  
92 energy assistance program administered by the Department of Social  
93 Services pursuant to the Low-Income Home Energy Assistance Act of  
94 1981, as amended from time to time, (B) the National School Lunch  
95 Program, (C) the temporary assistance for needy families program  
96 administered by the Department of Social Services pursuant to the  
97 Personal Responsibility and Work Opportunity Reconciliation Act of  
98 1996, as amended from time to time, (D) the supplemental nutrition  
99 assistance program administered by the Department of Social Services  
100 pursuant to the Food and Nutrition Act of 2008, as amended from time  
101 to time, (E) the Covered Connecticut program established under section  
102 19a-754c of the general statutes, (F) HUSKY Health, as defined in section  
103 17b-290 of the general statutes, (G) the state supplement program to the  
104 federal Supplemental Security Income Program administered by the  
105 Department of Social Services pursuant to the Social Security Act, as

106 amended from time to time, and (H) any program providing need-based  
107 financial aid for post-secondary education; and

108 (9) "State agency" has the same meaning as provided in section 1-79  
109 of the general statutes.

110 (b) The Department of Consumer Protection shall develop, establish  
111 and administer a program that shall be known as the "Net Equality  
112 Program" for the purposes set forth in this section. As part of said  
113 program:

114 (1) The department shall monitor progress toward achieving the  
115 objectives set forth in subparagraph (C)(i) of subdivision (2) of this  
116 subsection; and

117 (2) Each qualified broadband Internet access service provider shall:

118 (A) Beginning on October 1, 2024, allow any resident or household  
119 described in subdivision (6) of subsection (a) of this section, during any  
120 month in which such resident or household qualifies as an eligible  
121 household, to immediately convert to affordable broadband Internet  
122 access service provided by such qualified broadband Internet access  
123 service provider;

124 (B) Not later than October 1, 2024, establish and maintain a telephone  
125 number at which members of eligible households may contact trained  
126 personnel to sign up for affordable broadband Internet access service  
127 during the thirty-minute period immediately following the beginning  
128 of a telephone call made to such telephone number;

129 (C) Not later than December 31, 2024, and annually thereafter, hold a  
130 public meeting with key stakeholders to (i) ensure that (I) at least ninety  
131 per cent of eligible households receive affordable broadband Internet  
132 access service not later than January 1, 2025, and (II) at least ninety-five  
133 per cent of eligible households receive affordable broadband Internet  
134 access service not later than January 1, 2028, and (ii) explore options to  
135 establish and advance strategic and effective public-private

136 partnerships;

137 (D) Not later than April 1, 2025, and annually thereafter, submit to  
138 the Department of Consumer Protection, in a form and manner  
139 prescribed by the Commissioner of Consumer Protection, a report  
140 disclosing (i) the number of eligible households that signed up for  
141 affordable broadband Internet access service provided by such qualified  
142 broadband Internet access service provider during the year that is the  
143 subject of the report, and (ii) the total number of eligible households that  
144 received affordable broadband Internet access service provided by such  
145 qualified broadband Internet access service provider during the year  
146 that is the subject of such report; and

147 (E) (i) Beginning on October 1, 2024, advertise, in print and online, in  
148 multiple languages and by placing advertisements with public and  
149 nongovernmental organizations, the availability of (I) the affordable  
150 broadband Internet access service provided by such qualified  
151 broadband Internet access service provider in this state, and (II) the  
152 "Affordable Connectivity Program" developed and implemented by the  
153 Federal Communications Commission or an equivalent program  
154 offered by said commission.

155 (ii) Each advertisement required under subparagraph (E)(i) of this  
156 subdivision shall include the telephone number established and  
157 maintained pursuant to subparagraph (B) of this subdivision.

158 (iii) Notwithstanding subparagraph (E)(i) of this subdivision, a  
159 qualified broadband Internet access service provider may cease all  
160 advertisements required under said subparagraph if a reputable state-  
161 wide survey demonstrates that (I) at least eighty per cent of eligible  
162 households are aware that affordable broadband Internet access service  
163 is available, or (II) at least ninety-five per cent of eligible households are  
164 connected to the Internet at home.

165 (c) (1) Except as provided in subdivision (2) of this subsection, all  
166 affordable broadband Internet access service provided pursuant to this

167 section shall provide:

168 (A) Speeds that are at least as fast as (i) twenty-five megabits per  
169 second downstream, and (ii) three megabits per second upstream; and

170 (B) Sufficient speeds and latency to support distance learning and  
171 telehealth services.

172 (2) The Commissioner of Consumer Protection may authorize a  
173 deviation from the requirements established in subdivision (1) of this  
174 subsection for the purpose of complying with applicable state or federal  
175 law, except the commissioner shall not authorize any deviation from  
176 such requirements to allow any affordable broadband Internet access  
177 service provided pursuant to this section to provide speeds that are  
178 slower than the speeds set forth in subparagraph (A) of subdivision (1)  
179 of this subsection.

180 (d) (1) Beginning on October 1, 2024, and except as provided in  
181 subdivision (2) of this subsection, no state agency shall do business, or  
182 enter into any procurement contract, with any broadband Internet  
183 access service provider that is doing business in this state unless such  
184 broadband Internet access service provider offers affordable broadband  
185 Internet access service to eligible households as required under this  
186 section.

187 (2) The provisions of subdivision (1) of this subsection shall not be  
188 construed to impair any contract that is in existence on October 1, 2024.

189 (e) The provisions of subsections (a) to (d), inclusive, of this section  
190 shall not be construed to apply to the Department of Emergency  
191 Services and Public Protection.

192 Sec. 3. (NEW) (*Effective October 1, 2024*) (a) For the purposes of this  
193 section:

194 (1) "Business" has the same meaning as provided in section 42-158ff  
195 of the general statutes;

196 (2) "Consumer" means an individual who is (A) a prospective  
197 recipient of consumer goods or consumer services, and (B) physically  
198 present in this state at the time the individual purchases a consumer  
199 good or consumer service;

200 (3) "Consumer good" has the same meaning as provided in section  
201 42-158ff of the general statutes;

202 (4) "Consumer service" has the same meaning as provided in section  
203 42-158ff of the general statutes; and

204 (5) "Deceptive fee" means any fee, charge or cost that (A) a consumer  
205 is required to pay in order to purchase, lease or otherwise receive a  
206 consumer good or consumer service, and (B) (i) is not displayed to the  
207 consumer before the consumer good or service is selected for purchase,  
208 or (ii) is intentionally obscured, unclear or misrepresented by a business  
209 for the purpose of misleading a consumer.

210 (b) (1) Except as provided in subdivision (2) of this subsection, no  
211 business that offers to sell, lease or otherwise provide a consumer good  
212 or consumer service to a consumer shall:

213 (A) Advertise, display or otherwise offer the consumer good or  
214 consumer service to the consumer at a price that excludes any fee,  
215 charge or cost, other than any applicable federal, state or local tax, that  
216 such consumer is required to pay in order to purchase, lease or  
217 otherwise receive such consumer good or consumer service; or

218 (B) Require the consumer to pay any deceptive fee in order to  
219 purchase, lease or otherwise receive the consumer good or consumer  
220 service.

221 (2) The provisions of subdivision (1) of this subsection shall not be  
222 construed to:

223 (A) Prohibit a business from imposing any fee, charge or cost for a  
224 consumer good or consumer service, or omitting any fee, charge or cost



225 from any advertised, displayed or offered price for a consumer good or  
226 consumer service, if such fee, charge or cost (i) is dependent on a  
227 consumer's selections, (ii) cannot feasibly be calculated in full when the  
228 price for such consumer good or consumer service is first advertised,  
229 displayed or offered, and (iii) is disclosed to the consumer before the  
230 consumer purchases the consumer good or consumer service;

231 (B) Impose any liability on a business that is engaged in the business  
232 of facilitating motor vehicle rentals or occupancy in hotel or motel guest  
233 rooms for any consumer transaction in which (i) such business facilitates  
234 a motor vehicle rental or occupancy in a hotel or motel guest room, and  
235 (ii) the person providing such motor vehicle rental or occupancy in such  
236 hotel or motel guest room imposes a fee, charge or cost without the  
237 knowledge of such business; or

238 (C) Apply to any transaction or action otherwise permitted under law  
239 as administered by any regulatory board or officer acting under  
240 statutory authority of the state or of the United States.

241 (c) Any violation of subsection (b) of this section shall be deemed an  
242 unfair or deceptive trade practice under subsection (a) of section 42-110b  
243 of the general statutes.

244 (d) The Department of Consumer Protection shall:

245 (1) Maintain a record of each violation of subsection (b) of this section  
246 of which the department has knowledge; and

247 (2) Within available appropriations, develop, establish and maintain  
248 a publicly accessible online portal for the purpose of notifying  
249 consumers of the violations described in subdivision (1) of this  
250 subsection.

251 Sec. 4. (NEW) (*Effective July 1, 2024*) (a) As used in this section:

252 (1) "Covered foreign entity" means (A) any person that is included in  
253 (i) the Consolidated Screening List maintained by the United States

254 Department of Commerce, United States Department of State and  
255 United States Department of Treasury, or (ii) the Entity List,  
256 Supplement 4 to 15 CFR Part 744, as amended from time to time, (B) the  
257 People's Republic of China, the Russian Federation and any  
258 governmental subdivision, agency or instrumentality thereof, (C) any  
259 person domiciled in the People's Republic of China or the Russian  
260 Federation, (D) any person under the control or influence of the People's  
261 Republic of China or the Russian Federation, and (E) any affiliate or  
262 subsidiary of any foreign government or person described in  
263 subparagraphs (A) to (D), inclusive, of this subdivision;

264 (2) "Person" means any individual, association, corporation, limited  
265 liability company, partnership, trust, government, governmental  
266 subdivision, agency, instrumentality or other legal entity;

267 (3) "Public entity" means (A) the state of Connecticut, any state  
268 agency, as defined in section 1-79 of the general statutes, any  
269 municipality within this state and any political subdivision of this state,  
270 and (B) any person that enters into a contract with the state or any state  
271 agency, municipality or political subdivision described in subparagraph  
272 (A) of this subdivision; and

273 (4) "Small unmanned aircraft system" (A) means any unmanned  
274 powered aircraft that (i) is operated without the possibility of direct  
275 human intervention from within or on the aircraft, and (ii) weighs less  
276 than fifty-five pounds including anything attached to or carried by the  
277 aircraft, and (B) includes (i) all elements that (I) are associated with the  
278 aircraft described in subparagraph (A) of this subdivision, and (II) are  
279 required for the operator to operate the aircraft described in  
280 subparagraph (A) of this subdivision safely and efficiently in the  
281 national airspace system, and (ii) any communication links and  
282 components that control the aircraft described in subparagraph (A) of  
283 this subdivision.

284 (b) (1) Beginning on October 1, 2024, and except as provided in  
285 subdivisions (2) and (3) of this subsection:

286 (A) No public entity shall purchase any small unmanned aircraft  
287 system assembled or manufactured by a covered foreign entity; and

288 (B) No state funds, including, but not limited to, any state funds  
289 awarded or paid pursuant to a contract, cooperative agreement or grant,  
290 shall be used to purchase, operate or repair a small unmanned aircraft  
291 system assembled or manufactured by a covered foreign entity.

292 (2) The provisions of subdivision (1) of this subsection shall not be  
293 construed to impair any contract entered into before October 1, 2024.

294 (3) The Secretary of the Office of Policy and Management may waive  
295 the prohibitions established in subdivision (1) of this subsection if:

296 (A) The person seeking such waiver submits to the Office of Policy  
297 and Management, in a form and manner prescribed by the Secretary of  
298 the Office of Policy and Management, (i) an application specifying the  
299 need for such waiver, and (ii) an application fee in the amount of forty  
300 dollars; and

301 (B) The Secretary of the Office of Policy and Management (i) has  
302 reviewed the application submitted pursuant to subparagraph (A)(i) of  
303 this subdivision and determined that such waiver is necessary (I) due to  
304 exigent circumstances, (II) to counter another unmanned aircraft  
305 system, or (III) for the purpose of any criminal investigation, and (ii)  
306 submits to the joint standing committee of the General Assembly having  
307 cognizance of matters relating to consumer protection a notice  
308 disclosing such waiver and the reasons therefor.

309 (c) (1) Not later than October 1, 2024, any public entity that operates  
310 a small unmanned aircraft system assembled or manufactured by a  
311 covered foreign entity shall submit to the Office of Policy and  
312 Management, in a form and manner prescribed by the Secretary of the  
313 Office of Policy and Management:

314 (A) A comprehensive plan to discontinue operation of such small  
315 unmanned aircraft system; and

316 (B) A processing fee in the amount of twenty dollars.

317 (2) The Office of Policy and Management shall adopt rules specifying  
318 requirements concerning the comprehensive plans required under  
319 subparagraph (A) of this subdivision.

320 (d) Beginning on October 1, 2025, no public entity shall operate a  
321 small unmanned aircraft system assembled or manufactured by a  
322 covered foreign entity.

323 Sec. 5. (NEW) (*Effective October 1, 2024*) (a) For the purposes of this  
324 section:

325 (1) "Connected device" means an Internet-connected device,  
326 including, but not limited to, a cellular telephone, computer, home  
327 appliance, motor vehicle, tablet, television, toy or video game console,  
328 that includes a microphone;

329 (2) "Connected device manufacturer" means the person who  
330 manufactures a connected device;

331 (3) "Initial consumer" means an individual who is (A) a resident of  
332 this state, and (B) with respect to any connected device, the first  
333 individual to purchase, lease or otherwise assume ownership of such  
334 connected device;

335 (4) "Person" means an individual, association, corporation, limited  
336 liability company, partnership, trust or other legal entity;

337 (5) "Personally identifying information" has the same meaning as  
338 provided in section 42-284 of the general statutes;

339 (6) "Provider" means a person doing business in this state, including,  
340 but not limited to, a connected device manufacturer, who sells, leases or  
341 otherwise provides a connected device to the initial consumer of the  
342 connected device;

343 (7) "Toy" means a product that a manufacturer designs, or intends to

344 be used, for amusement or play; and

345 (8) "Voice recognition feature" means any function of a connected  
346 device that enables the connected device to collect, record, store,  
347 analyze, interpret, transmit or otherwise use any spoken word or other  
348 sound.

349 (b) No provider shall allow any person to activate any voice  
350 recognition feature of a connected device unless the provider  
351 prominently displays to the initial consumer or any person whom the  
352 initial consumer designates to first install or set up the connected device,  
353 at the time that such initial consumer or person first installs or sets up  
354 such connected device, a statement disclosing:

355 (1) That such connected device includes a microphone;

356 (2) That the microphone included in such connected device will be  
357 enabled or turned on;

358 (3) That such connected device might record such initial consumer;

359 (4) That the connected device manufacturer of such connected device  
360 might retain recordings of such initial consumer;

361 (5) Which command or action will activate or enable operation of the  
362 microphone included in such connected device;

363 (6) The categories of sounds that (A) the microphone included in such  
364 connected device will listen for or record, or (B) might be disclosed to  
365 any person other than such initial consumer; and

366 (7) The categories of persons described in subparagraph (B) of  
367 subdivision (6) of this subsection.

368 (c) Each person who records and transmits any personally identifying  
369 information collected through a microphone included in a connected  
370 device shall implement and maintain reasonable security measures to  
371 protect such personally identifying information from any unauthorized

372 access, acquisition, destruction, disclosure, modification or use thereof.

373 (d) No connected device manufacturer, or person who enters into a  
374 contract with a connected device manufacturer, shall use or sell any  
375 recording collected through operation of a voice recognition feature for  
376 advertising purposes.

377 (e) No person shall compel a connected device manufacturer, or any  
378 other person operating a voice recognition feature, to build specific  
379 features for the purpose of allowing a law enforcement agency or officer  
380 to monitor communications through a voice recognition feature.

381 (f) Nothing in this section shall be construed to:

382 (1) Impose any liability on a connected device manufacturer for any  
383 functionality provided by an application that an initial consumer (A)  
384 downloads and installs, or (B) chooses to use on a network of remote  
385 servers hosted on the Internet to store, manage and process data;

386 (2) Authorize disclosure of any recording retained by a connected  
387 device manufacturer to another person, including, but not limited to, a  
388 law enforcement agency or officer, unless such disclosure is authorized  
389 by other applicable law or pursuant to an order issued by a court of  
390 competent jurisdiction; or

391 (3) Modify, limit or supersede the operation of any other provision of  
392 the general statutes concerning privacy or security.

393 (g) A violation of this section shall be deemed an unfair or deceptive  
394 trade practice under subsection (a) of section 42-110b of the general  
395 statutes.

396 Sec. 6. (NEW) (*Effective January 1, 2025*) (a) As used in this section,  
397 unless the context otherwise requires:

398 (1) "Broadband Internet access service" (A) means a mass-market  
399 retail service that, by wire or radio, provides the capability to transmit

400 data to, and receive data from, all or substantially all Internet endpoints,  
401 including, but not limited to, any capability that is incidental to, and  
402 enables the operation of, such service, (B) includes any service that is (i)  
403 provided to customers in this state and functionally equivalent to the  
404 service described in subparagraph (A) of this subdivision, or (ii) used to  
405 evade the requirements established in this section, and (C) excludes  
406 dial-up Internet access service;

407 (2) "Broadband Internet access service provider" means any person  
408 who provides broadband Internet access service in this state;

409 (3) "Commissioner" means the Commissioner of Consumer  
410 Protection;

411 (4) "Content" means all traffic transmitted to or from end users of a  
412 broadband Internet access service;

413 (5) "Department" means the Department of Consumer Protection;

414 (6) "Edge provider" means any person who provides (A) any content  
415 over the Internet, or (B) a device used for accessing any content over the  
416 Internet;

417 (7) "End user" means any person who uses a broadband Internet  
418 access service;

419 (8) "Fixed broadband Internet access service" (A) means any  
420 broadband Internet access service that services end users primarily at  
421 fixed endpoints by using stationary equipment, and (B) includes, but is  
422 not limited to, any fixed wireless service, fixed unlicensed wireless  
423 service or fixed satellite service;

424 (9) "Mobile broadband Internet access service" means any broadband  
425 Internet access service that serves end users primarily by using mobile  
426 stations;

427 (10) "Net neutrality principles" means the principles set forth in

428 subsection (c) of this section;

429 (11) "Paid prioritization" means the management of a broadband  
430 Internet access service provider's network to, directly or indirectly,  
431 favor some content or traffic over other content or traffic, including, but  
432 not limited to, through use of techniques such as traffic shaping,  
433 prioritization, resource reservation or any other form of preferential  
434 content or traffic management, (A) in exchange for monetary or other  
435 consideration from a third party, or (B) to benefit any entity affiliated  
436 with the broadband Internet access service provider;

437 (12) "Person" means an individual, association, corporation, limited  
438 liability company, partnership, trust or other legal entity; and

439 (13) "Reasonable network management practice" means any network  
440 management practice that (A) is primarily justified as technical network  
441 management, or (B) the Commissioner of Consumer Protection  
442 determines is primarily used for, and tailored to, achieving a legitimate  
443 network management purpose, taking into account the particular  
444 network architecture and technology of the broadband Internet access  
445 service.

446 (b) Not later than January 1, 2026, the Department of Consumer  
447 Protection shall develop a procedure by which a broadband Internet  
448 access service provider who is engaged in the business of providing any  
449 fixed broadband Internet access service or mobile broadband Internet  
450 access service in this state shall submit to the department, at least  
451 annually and in a form and manner prescribed by the Commissioner of  
452 Consumer Protection, a registration and certification that such  
453 broadband Internet access service provider is in compliance with the  
454 requirements established in subsection (c) of this section.

455 (c) Beginning on April 1, 2026, the Commissioner of Consumer  
456 Protection shall issue a certificate of net neutrality compliance to any  
457 broadband Internet access service provider who submits to the  
458 Department of Consumer Protection the registration and certification



459 required under subsection (b) of this section if such broadband Internet  
460 access service provider demonstrates, and the commissioner finds, that  
461 such broadband Internet access service provider:

462 (1) Does not engage in any of the following practices in the state:

463 (A) Blocking lawful content, or nonharmful devices, subject to  
464 reasonable network management practices that such broadband  
465 Internet access service provider has disclosed to consumers;

466 (B) Impairing or degrading lawful Internet traffic on the basis of  
467 content, or the use of any nonharmful device, subject to reasonable  
468 network management practices that such broadband Internet access  
469 service provider has disclosed to consumers;

470 (C) Except as provided in subsection (e) of this section, paid  
471 prioritization;

472 (D) Except for any interference caused by a reasonable network  
473 management practice, unreasonably interfering with or unreasonably  
474 disadvantaging:

475 (i) A customer's ability to select, access and use (I) broadband Internet  
476 access service, or (II) lawful content or devices of the customer's choice;  
477 or

478 (ii) An edge provider's ability to make lawful content or devices  
479 available to a customer; or

480 (E) Any deceptive or misleading marketing practice that  
481 misrepresents to such broadband Internet access service provider's  
482 customers the treatment of Internet traffic or content; and

483 (2) Publicly discloses to consumers accurate information concerning  
484 such broadband Internet access service provider's network  
485 management practices, performance and the commercial terms of such  
486 broadband Internet access service provider's broadband Internet access

487 services, which disclosure shall be sufficient for:

488 (A) A consumer to make an informed decision regarding the  
489 consumer's use of such broadband Internet access services; and

490 (B) A developer of content, or a device provider, to develop, market  
491 and maintain Internet offerings.

492 (d) Any end user of broadband Internet access service may file a  
493 complaint with the Department of Consumer Protection alleging  
494 noncompliance with the provisions of this section. Upon receipt of any  
495 such complaint, the department shall record such complaint and may,  
496 based on such complaint, initiate a review of the performance of a  
497 broadband Internet access service provider engaged in the provision of  
498 fixed broadband Internet access service or mobile broadband Internet  
499 access service. The Commissioner of Consumer Protection, or the  
500 commissioner's designee, upon a finding that any such broadband  
501 Internet access service provider failed to comply with the net neutrality  
502 principles established in subsection (c) of this section, shall conduct a  
503 hearing, which shall be conducted as a contested case in accordance  
504 with chapter 54 of the general statutes, and after such hearing shall issue  
505 orders to enforce the provisions of this section. The commissioner or the  
506 commissioner's designee may assess against such broadband Internet  
507 access service provider a civil penalty in the amount of not more than  
508 ten thousand dollars for each violation of the provisions of this section.

509 (e) The Commissioner of Consumer Protection may waive the  
510 prohibition on paid prioritization under subparagraph (C) of  
511 subdivision (1) of subsection (c) of this section only if the broadband  
512 Internet access service provider engaged in the provision of fixed or  
513 mobile broadband Internet access service demonstrates, and the  
514 commissioner finds, that the practice would provide a significant public  
515 benefit and would not harm the open nature of the Internet in the state.

516 (f) Nothing in this section shall be construed as superseding or  
517 limiting any existing obligation or authorization of a broadband Internet

518 access service provider engaged in the provision of fixed or mobile  
519 broadband Internet access services to address the needs of emergency  
520 communications, law enforcement, public safety or national security  
521 authorities, consistent with or as permitted by applicable law. Nothing  
522 in this section shall be construed to prohibit reasonable efforts by a  
523 broadband Internet access service provider engaged in the provision of  
524 fixed or mobile broadband Internet access services to address copyright  
525 infringement or other unlawful activity.

526 (g) The terms and definitions of this section shall be interpreted  
527 broadly, and any exceptions thereto interpreted narrowly, using  
528 relevant Federal Communications Commission orders, advisory  
529 opinions, rulings and regulations as persuasive guidance.

530 Sec. 7. (NEW) (*Effective October 1, 2024*) (a) As used in this section:

531 (1) "Person" means an individual, association, corporation, limited  
532 liability company, partnership, trust or other legal entity;

533 (2) "Streaming service" means a service that (A) is available on a  
534 subscription basis, and (B) delivers audio, video or audio and video  
535 content in a compressed form over the Internet in real time;

536 (3) "Streaming service provider" means a person doing business in  
537 this state that offers or provides a streaming service to a subscriber; and

538 (4) "Subscriber" means a person in this state who subscribes to a  
539 streaming service offered or provided by a streaming service provider.

540 (b) No streaming service provider shall charge a subscriber for any  
541 streaming service after the date on which such subscriber requests to  
542 cancel such streaming service. If the subscriber makes such request  
543 before the last day of the monthly billing period for such streaming  
544 service, the streaming service provider shall provide to the subscriber a  
545 pro rata rebate for all days of the monthly billing period after the date  
546 on which the subscriber made such request.

547 Sec. 8. (NEW) (*Effective January 1, 2025*) (a) For the purposes of this  
548 section:

549 (1) "Antenna" includes, but is not limited to, any resonant device that  
550 is designed especially for the purpose of capturing electromagnetic  
551 energy transmitted by direct satellite or commercial radio or television  
552 broadcasting facilities;

553 (2) "Authorized repair provider" (A) means a person who (i) is  
554 unaffiliated with a manufacturer, and (ii) has an arrangement with a  
555 manufacturer (I) under which the manufacturer grants to the person a  
556 license to use a trade name, service mark or other proprietary identifier  
557 to offer diagnostic, maintenance or repair services for electronic or  
558 appliance products under the manufacturer's name, or (II) to offer  
559 diagnostic, maintenance or repair services for electronic or appliance  
560 products on behalf of the manufacturer, and (B) includes a  
561 manufacturer, with respect to any of such manufacturer's electronic or  
562 appliance products, if the manufacturer (i) offers diagnostic,  
563 maintenance or repair services for such product, and (ii) does not have  
564 an arrangement with an unaffiliated person to diagnose, maintain or  
565 repair such product;

566 (3) "Documentation" means any electronic or appliance product  
567 diagram, manual, reporting output, schematic, service code description  
568 or similar information that a manufacturer provides to an authorized  
569 repair provider or, if the manufacturer does not have an authorized  
570 repair provider, the manufacturer uses for the purpose of diagnosing,  
571 maintaining or repairing an electronic or appliance product;

572 (4) "Electronic or appliance product" or "product" (A) means any  
573 antenna, electronic set, major home appliance or rotator (i) that is  
574 manufactured for the first time, and first sold or used in this state, on or  
575 after January 1, 2025, and (ii) for which the manufacturer makes  
576 documentation, parts and tools available to an authorized repair  
577 provider, (B) includes, but is not limited to, any item set forth in  
578 subparagraph (A) of this subdivision that is sold through any method

579 other than a direct retail sale, and (C) does not include any (i) alarm  
580 system, as defined in section 29-6c of the general statutes, (ii) motor  
581 vehicle, as defined in section 13b-387 of the general statutes, or any  
582 component used to maintain, manufacture or repair any motor vehicle,  
583 or (iii) video game console;

584 (5) "Electronic set" includes, but is not limited to, any audio or video  
585 recorder or playback equipment, computer system, facsimile machine,  
586 photocopier, radio, television, video camera or video monitor that is  
587 normally used or sold for personal, family, household or home office  
588 use;

589 (6) "Fair and reasonable terms" means terms that satisfy the  
590 requirements established in subdivision (3) of subsection (b) of this  
591 section;

592 (7) "Manufacturer" means the person who manufactures an electronic  
593 or appliance product;

594 (8) "Major home appliance" includes, but is not limited to, any  
595 dishwasher, dryer, freezer, microwave oven, range, refrigerator, room  
596 air conditioner, trash compactor or washer that is normally used or sold  
597 for personal, family, household or home office use;

598 (9) "Part" means any replacement component or assembly of  
599 components, either new or used, which the manufacturer of an  
600 electronic or appliance product makes available to an authorized repair  
601 provider to facilitate the maintenance or repair of such product;

602 (10) "Person" means an individual, association, corporation, limited  
603 liability company, partnership, trust or other legal entity;

604 (11) "Rotator" includes, but is not limited to, an electromechanical  
605 device, used in connection with an antenna installation or repair, that is  
606 operated from a remote location to rotate an antenna on a horizontal  
607 plane;

608 (12) "Tool" (A) means any hardware implement, software program or  
609 other apparatus that the manufacturer of an electronic or appliance  
610 product makes available to an authorized repair provider for the  
611 diagnosis, maintenance or repair of such product, and (B) includes, but  
612 is not limited to, (i) any software or other mechanism that provisions,  
613 programs, pairs a part, provides or calibrates functionality or performs  
614 any other function necessary to repair an electronic or appliance  
615 product, or a part thereof, and return such product or part to its fully  
616 functional condition, and (ii) any update to any software or mechanism  
617 described in subparagraph (B)(i) of this subdivision;

618 (13) "Trade secret" has the same meaning as provided in section 35-  
619 51 of the general statutes; and

620 (14) "Video game console" (A) means any computing device,  
621 including, but not limited to, any console machine, handheld console  
622 device or similar device or system, that is primarily used by consumers  
623 to play video games, (B) includes, but is not limited to, the components  
624 and peripherals of any computing device described in subparagraph (A)  
625 of this subdivision, and (C) does not include any (i) general or all-  
626 purpose computing device, (ii) desktop, laptop or tablet computer, or  
627 (iii) hand-held mobile telephone, as defined in section 14-296aa of the  
628 general statutes.

629 (b) (1) Notwithstanding any other provision of the general statutes,  
630 the manufacturer of an electronic or appliance product shall make  
631 available, on fair and reasonable terms, to the owners of such product,  
632 service and repair facilities and service dealers documentation and  
633 functional parts and tools, inclusive of any updates thereto, that are  
634 sufficient to effect the diagnosis, maintenance or repair of such product:

635 (A) For at least three years after the last date on which such  
636 manufacturer manufactured an electronic or appliance product of the  
637 same model or type if such product has a wholesale price to a retailer,  
638 or to any other person in any sale other than a direct retail sale, of at  
639 least fifty dollars but less than one hundred dollars; or

640 (B) For at least seven years after the last date on which such  
641 manufacturer manufactured an electronic or appliance product of the  
642 same model or type if such product has a wholesale price to a retailer,  
643 or to any person in any sale other than a direct retail sale, of at least one  
644 hundred dollars.

645 (2) The time periods set forth in subparagraphs (A) and (B) of  
646 subdivision (1) of this subsection shall apply regardless of whether such  
647 time periods exceed the term of any warranty period for the electronic  
648 or appliance product.

649 (3) (A) For the purposes of subdivision (1) of this subsection and  
650 except as provided in subparagraph (B) of this subdivision, the  
651 manufacturer of an electronic or appliance product shall be deemed to  
652 have made documentation, functional parts and tools available on fair  
653 and reasonable terms if:

654 (i) Such manufacturer makes such documentation, parts and tools  
655 available at costs and on terms that are equivalent to the most favorable  
656 costs and terms under which such manufacturer offers such  
657 documentation, parts and tools to authorized repair providers,  
658 accounting for any discount, rebate, convenient and timely means of  
659 delivery, means of enabling fully restored and updated functionality,  
660 rights of use or other incentive or preference such manufacturer offers  
661 to authorized repair providers;

662 (ii) For documentation, such manufacturer makes such  
663 documentation, including any relevant updates thereto, available at no  
664 charge, except such manufacturer may impose a charge for the  
665 reasonable actual costs incurred by such manufacturer in preparing and  
666 sending a physical printed version of such documentation to an owner,  
667 service and repair facility or service dealer if the owner, service and  
668 repair facility or service dealer requests a physical printed version of  
669 such documentation; and

670 (iii) For tools, such manufacturer makes such tools available at no

671 charge and without imposing any impediment to access or use such  
672 tools to diagnose, maintain or repair and enable full functionality of  
673 such product, or in a manner that does not impair the efficient and cost-  
674 effective performance of any such diagnosis, maintenance or repair,  
675 except such manufacturer may impose a charge for the reasonable  
676 actual costs incurred by such manufacturer in preparing and sending  
677 such tools to an owner, service and repair facility or service dealer in  
678 physical form if the owner, service and repair facility or service dealer  
679 requests such tools in physical form.

680 (B) If a manufacturer does not use an authorized repair provider, the  
681 manufacturer of an electronic or appliance product shall be deemed to  
682 have made documentation, functional parts and tools available on fair  
683 and reasonable terms if such manufacturer makes such documentation,  
684 parts and tools available at a price that reflects the actual costs incurred  
685 by such manufacturer in preparing and delivering such documentation,  
686 parts and tools, excluding any research and development costs.

687 (c) If a service dealer or service and repair facility is not an authorized  
688 repair provider for an electronic or appliance product, the service dealer  
689 or service and repair facility shall, before repairing any such product,  
690 provide to the customer who requests such repair a written notice  
691 disclosing:

692 (1) That such service dealer or service and repair facility is not an  
693 authorized repair provider for such product; and

694 (2) Whether such service dealer or service and repair facility uses any  
695 (A) used replacement parts, or (B) replacement parts provided by a  
696 supplier other than the manufacturer of such product.

697 (d) (1) Except as provided in subdivision (2) of this subsection, no  
698 manufacturer or authorized repair provider shall be liable for any  
699 damage or injury caused to any electronic or appliance product, person  
700 or property that occurs as a result of any diagnosis, maintenance,  
701 modification or repair performed by an owner or a service dealer,



702 including, but not limited to:

703 (A) Any indirect, incidental, special or consequential damages;

704 (B) Any loss of data, privacy or profits; or

705 (C) Any inability to use, or reduced functionality of, such product.

706 (2) The provisions of subdivision (1) of this subsection shall not apply  
707 to any design defect or manufacturing flaw that existed prior to, or  
708 independent of, any diagnosis, maintenance, modification or repair  
709 described in said subdivision.

710 (e) No provision of subsections (a) to (d), inclusive, of this section  
711 shall be construed to:

712 (1) Require the manufacturer of an electronic or appliance product to  
713 (A) disclose any trade secret, or license any intellectual property,  
714 including, but not limited to, any copyright or patent, unless such  
715 disclosure or license is necessary for such manufacturer to comply with  
716 the provisions of this section, (B) make available any special  
717 documentation, tools or parts that would disable or override antitheft  
718 security measures set by the owner of any such product without such  
719 owner's authorization, or (C) sell any part if such manufacturer no  
720 longer (i) provides such part, or (ii) makes such part available to  
721 authorized repair providers;

722 (2) Require any manufacturer of an electronic or appliance product  
723 that is an authorized repair provider within the meaning of  
724 subparagraph (B) of subdivision (2) of subsection (a) of this section to  
725 make available any documentation or tools that (A) such manufacturer  
726 exclusively uses to perform, at no cost to customers, remote diagnostic  
727 services, including, but not limited to, remote diagnostic services  
728 performed by way of the Internet, electronic mail or any chat function  
729 or telephonic means, that do not require such manufacturer to  
730 physically handle a customer's electronic or appliance product, unless  
731 such manufacturer also makes such documentation or tools available to

732 any person who is unaffiliated with such manufacturer, or (B) are  
733 exclusively used by machines that simultaneously repair several  
734 electronic or appliance products, provided such manufacturer makes  
735 available to the owners of such product, service and repair facilities and  
736 service dealers sufficient alternative documentation and tools to  
737 diagnose, maintain or repair such product;

738 (3) Require distribution of the source code for an electronic or  
739 appliance product; or

740 (4) Apply to the manufacturer of an electronic or appliance product  
741 if such manufacturer provides to a customer, at no charge to the  
742 customer, a replacement electronic or appliance product that is readily  
743 available and equivalent to, or better than, the replaced electronic or  
744 appliance product.

745 (f) A violation of this section shall be deemed an unfair or deceptive  
746 trade practice under subsection (a) of section 42-110b of the general  
747 statutes.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>from passage</i>	New section
Sec. 2	<i>July 1, 2024</i>	New section
Sec. 3	<i>October 1, 2024</i>	New section
Sec. 4	<i>July 1, 2024</i>	New section
Sec. 5	<i>October 1, 2024</i>	New section
Sec. 6	<i>January 1, 2025</i>	New section
Sec. 7	<i>October 1, 2024</i>	New section
Sec. 8	<i>January 1, 2025</i>	New section

**Statement of Legislative Commissioners:**

In Section 1(b)(5)(B), "upon" was changed to "on" for clarity; in Section 1(c)(1), "this state" was changed to "the state" for internal consistency; Section 2(b)(2)(A) was redrafted for clarity and internal consistency; in Section 2(c)(2), "may modify" was changed to "may authorize a deviation from", and "shall not modify" was changed to "shall not authorize any deviation from" for accuracy; Section 2(e) was redrafted

for clarity; in Section 3(b)(1)(A), "or" was added after the semicolon for clarity; in Section 6(a)(8)(B), "and fixed satellite service" was changed to "or fixed satellite service" for accuracy; Section 6(c)(1)(E) was redrafted for clarity; in Section 6(c)(2)(A), "informed choices" was changed to "an informed decision" for consistency with standard drafting conventions; in Section 8(b)(3)(A), "if" was added after "terms" for clarity; in Sections 8(b)(3)(A)(i) to (iii), "if" was deleted for clarity; and Section 8(e) was redrafted for clarity.

**GL**      *Joint Favorable Subst.*