

Senate Bill 4

Sponsored by Senator BROADMAN

SUMMARY

The following summary is not prepared by the sponsors of the measure and is not a part of the body thereof subject to consideration by the Legislative Assembly. It is an editor's brief statement of the essential features of the measure **as introduced**. The statement includes a measure digest written in compliance with applicable readability standards.

Digest: Makes an Internet service provider give a bill credit for any service outage that is more than one hour. (Flesch Readability Score: 62.8).

Requires an Internet service provider to issue a prorated bill credit to a consumer for any service outage that lasts longer than one hour. Requires a provider to maintain records of all outages and bill credits for at least three years.

A BILL FOR AN ACT

Relating to Internet service providers.

Be It Enacted by the People of the State of Oregon:

SECTION 1. Section 2 of this 2025 Act is added to and made a part of ORS chapter 759.

SECTION 2. (1) As used in this section:

(a) **"Consumer"** means a person who purchases Internet access service for personal, family, household, business or commercial purposes.

(b) **"Internet service provider"** means a person or public body that provides Internet access services.

(c) **"Outage"** means a period of time during which a consumer's Internet access service is not available, excluding any period of time that is for scheduled maintenance for which the consumer has been notified at least 24 hours in advance.

(2) **An Internet service provider operating in this state shall issue a prorated bill credit to a consumer for any outage to the consumer's Internet access service that lasts longer than one hour. The Internet service provider shall:**

(a) **Calculate the credit based on the consumer's monthly service rate prorated for the duration of the outage;**

(b) **Apply the credit to the consumer's next billing cycle without requiring the consumer to take any action; and**

(c) **Notify the consumer of the outage and credit.**

(3) **An Internet service provider shall maintain a record of all outages and corresponding bill credits for a minimum of three years and provide the records to the Public Utility Commission upon request by the commission for the purpose of ensuring compliance with subsection (2) of this section.**

NOTE: Matter in **boldfaced** type in an amended section is new; matter [*italic and bracketed*] is existing law to be omitted. New sections are in **boldfaced** type.