

**100.209 Video programming service subscriber rights. (1) DEFINITIONS.** In this section:

(c) “Multichannel video provider” means an interim cable operator, as defined in s. 66.0420 (2) (n), video service provider, as defined in s. 66.0420 (2) (zg), or multichannel video programming distributor, as defined in 47 USC 522 (13).

(d) “Video programming” has the meaning given in s. 66.0420 (2) (x).

**(2) RIGHTS.** (a) A multichannel video provider shall repair video programming service within 72 hours after a subscriber reports a service interruption or requests the repair if the service interruption is not the result of a natural disaster.

(b) Upon notification by a subscriber of a service interruption, a multichannel video provider shall give the subscriber a credit for one day of video programming service if video programming service is interrupted for more than 4 hours in one day and the interruption is caused by the multichannel video provider.

(bm) Upon notification by a subscriber of a service interruption, a multichannel video provider shall give the subscriber a credit for each hour that video programming service is interrupted if video programming service is interrupted for more than 4 hours in one day and the interruption is not caused by the multichannel video provider.

(c) A multichannel video provider shall give a subscriber at least 30 days’ advance written notice before deleting a program service from its video programming service. A multichannel video provider is not required to give the notice under this paragraph if the multichannel video provider makes a channel change because of circumstances beyond the control of the multichannel video provider.

(d) A multichannel video provider shall give a subscriber at least 30 days’ advance written notice before instituting a rate increase.

(e) 1. A multichannel video provider may not disconnect a subscriber’s video programming service, or a portion of that service, for failure to pay a bill until the unpaid bill is at least 45 days past due.

2. If a multichannel video provider intends to disconnect a subscriber’s video programming service, or a portion of that service, the multichannel video provider shall give the subscriber at least 10 days’ advance written notice of the disconnection. A multichannel video provider is not required to give the notice under this subdivision if the disconnection is requested by the subscriber, is necessary to prevent theft of video programming service or is necessary to reduce or prevent signal leakage, as described in 47 CFR 76.611.

**(3) RULES AND ORDERS ALLOWED.** This section does not prohibit the department from promulgating a rule or from issuing an order consistent with its authority under this chapter that gives a subscriber greater rights than the rights under sub. (2).

**(4) PENALTY; ENFORCEMENT.** (a) A person who violates sub. (2) may be required to forfeit not more than \$1,000 for each offense and not more than \$10,000 for each occurrence. Failure to give a notice required under sub. (2) (c) or (d) to more than one subscriber shall be considered to be one offense.

(b) The department and the district attorneys of this state have concurrent authority to institute civil proceedings under this section.

**History:** 1991 a. 296; 1995 a. 27; 1997 a. 111 s. 17; Stats. 1997 s. 100.209; 1999 a. 150 s. 672; 2007 a. 42.