



PA Broadband Bill of Rights

YOU have the right to broadband access under Pennsylvania law

YOUR local telephone company must make service available within 10 days of your request

***BROADBAND** service must meet PA's speed requirements:*

1.544 megabits per second download

0.128 megabits per second upload

IF service is not being provided, or consumers are not satisfied with a response, contact the PUC's Bureau of Consumer Services at 1-800-692-7380

BROADBAND CONSUMER RIGHTS IN PENNSYLVANIA

1. Under state law, Pennsylvania consumers have the right to request and receive broadband access service to the Internet from their incumbent local exchange carrier (ILEC), the established local telephone company. These companies include Verizon Pennsylvania, Verizon North, CenturyLink, Frontier, Windstream, and other smaller companies. This law is set out in Chapter 30 of the Public Utility Code at 66 Pa. C.S. §§ 3011-3019.
2. Under state law, the ILEC must make broadband access service available that meets the Pennsylvania statutory standard download speed of no less than 1.544 megabits per second (Mbps) and an upload speed of no less than 0.128 Mbps. Various providers of broadband access service in Pennsylvania, including the ILECs, often make available broadband access service to the Internet at much higher speeds. However, the only carriers that must make broadband available under state law are the ILECs.
3. Pennsylvania state law requires that the ILECs must make such broadband access service available and provide it within ten (10) business days from the date the consumer requests such service. 66 Pa. C.S. § 3014(b)(5).

4. The ILECs may make the requested broadband access service available using any technology. Such technologies can include wireline-based network facilities and service (e.g., digital subscriber line, or DSL, and fiber optic based service), wireless service and products, and satellite service. 66 Pa. C.S. § 3014(n)(1).
5. The ILEC remains the only provider responsible to make available the requested broadband access services even if service is ultimately provided through a partnership or other arrangement with an affiliated or non-affiliated entity. 66 Pa. C.S. § 3014(n)(2).
6. The Pennsylvania Public Utility Commission (PUC) regulates only the availability and provisioning of broadband access service to the Internet by the ILECs. The PUC does not regulate the prices for these broadband access services, the delivery of these services that exceed the 1.544 Mbps download and 0.128 Mbps upload speed standards, or broadband access service provided by other entities like cable companies.
7. Consumers are encouraged to contact their respective ILEC on any issues they are having with the ordering and/or provisioning of broadband access service required by Chapter 30.
8. If broadband access service is not made available by the ILEC at the Pennsylvania statutory standard speed of 1.544 Mbps down and 0.128 Mbps up, and a requesting consumer is not satisfied after contacting the ILEC, the consumer may complain to the PUC. Informal consumer complaints and inquiries can be directed to the PUC's Bureau of Consumer Services (BCS) at 1-800-692-7380, or by using the PUC's website at www.puc.pa.gov/filing_resources/filing_complaints.aspx, and the informal complaint electronic form at www.puc.state.pa.us/filing_resources/filing_complaints/informal_complaint_form.aspx. Formal complaints can be filed with the Secretary's Bureau of the PUC. Formal complaints will be decided before the PUC's Office of Administrative Law Judge and may require participation at an in-person or telephonic hearing. More information on informal and formal complaints can be found on the PUC's website at www.puc.pa.gov/filing_resources/filing_complaints.aspx.
9. Pennsylvania consumers who experience difficulty obtaining broadband access service to the Internet from an ILEC can contact the Office of Consumer Advocate at (717) 783-5048 or the OCA's website at www.oca.state.pa.us or the Office of Small Business Advocate at (717) 783-2525 or the OSBA's website at www.osba.pa.gov/Pages/default.aspx. Pennsylvania consumers can also obtain further information on the availability and speeds of broadband access service to the Internet from the Pennsylvania Department of Community and Economic Development (DCED) at <https://dced.pa.gov/broadband-resources/>.

FOR FURTHER INFORMATION, CONTACT THE PUBLIC UTILITY COMMISSION:

Write

PA Public Utility Commission
Bureau of Consumer Services
400 North Street
Harrisburg, PA 17120

Call

1-800-692-7380
For people with speech or hearing
loss, dial 7-1-1 (Telecommunications
RelayService)

Website

www.puc.pa.gov

