

2026 Regular Session

HOUSE BILL NO. 798

BY REPRESENTATIVE MIKE JOHNSON

UTILITIES: Creates the Broadband and Cable Price Notice Act

1 AN ACT

2 To enact Chapter 12-B of Title 51 of the Louisiana Revised Statutes of 1950, to be  
3 comprised of R.S. 51:1381 through 1389, relative to the Broadband and Cable Price  
4 Notice Act; to provide for definitions; to provide for written notice; to provide for  
5 method of delivery; to provide for the rights of customers; to provide for  
6 enforcement; to provide for authority; to provide for rulemaking; to provide for  
7 applicability; to provide for an effective date; and to provide for related matters.

8 Be it enacted by the Legislature of Louisiana:

9 Section 1. Chapter 12-B of Title 51 of the Louisiana Revised Statutes of 1950,  
10 comprised of R.S. 51:1381 through 1389, is hereby enacted to read as follows:

11 CHAPTER 12-B. THE BROADBAND AND CABLE PRICE NOTICE ACT

12 §1381. Short title

13 This Chapter shall be known and may be cited as the "Broadband and Cable  
14 Price Notice Act."

15 §1382. Definitions

16 (1) "Broadband internet access service" means a mass-market retail service  
17 that provides the capability to transmit data to and receive data from substantially all  
18 internet endpoints, including any functional equivalents.

1           (2) "Cable or video service" means the one-way transmission to subscribers  
2           of video programming or other programming service by a cable operator or video  
3           service provider, including services provided pursuant to a state or local franchise.

4           (3) "Customer" means a natural person who receives cable or video service  
5           or broadband internet access service at a residential address in this state.

6           (4) "Price increase" means any increase to a customer's monthly recurring  
7           charge or mandatory fee for service, including but not limited to base service  
8           charges, equipment rental fees, modem or router fees, "broadcast TV" or "regional  
9           sports" network access, or similar surcharges. "Price increase" does not include  
10          taxes or fees imposed by federal, state, or local government.

11          (5) "Provider" means any person or entity that offers cable or video service  
12          or broadband internet access service to residential customers in this state, whether  
13          pursuant to a local franchise, a state-issued certificate, or otherwise.

14          (6) "Written notice" includes delivery by United States mail, email, or text  
15          message, if the customer has elected to receive billing or account communications  
16          through that channel.

17          §1383. Advance notice required; timing

18           A. A provider shall furnish clear and conspicuous written notice to each  
19           affected customer at least thirty calendar days before the effective date of any price  
20           increase.

21           B. When a price increase results from circumstances outside the provider's  
22           reasonable control including but not limited to programmer pass-through charges  
23           imposed with less than thirty days' notice to the provider, the provider shall give  
24           written notice as soon as practicable, but in no event later than the customer's next  
25           regular billing cycle after the provider learns of the change.

26           C. A customer may cancel or downgrade the affected service without early  
27           termination fees or other penalties triggered solely by the price increase, if the  
28           customer gives notice of cancellation on or before the effective date or within thirty  
29           days after receiving a written notice pursuant to this Section.

1           D. Nothing in this Section shall be construed to shorten or limit any federal  
2           notice requirement that provides greater advance notice for cable service.

3           §1384. Content of notice

4           A. The written notice described in this Chapter shall include all of the  
5           following:

6                   (1) The customer's current monthly recurring charges and each new charge  
7                   and fee, itemized by line item.

8                   (2) The effective date of the increase.

9                   (3) A brief statement of the reason for the increase.

10                   (4) A statement of the customer's right to cancel or downgrade the affected  
11                   service without early termination fees or other penalties triggered solely by the price  
12                   increase, provided the customer gives notice of cancellation on or before the  
13                   effective date or within thirty days after receiving a written notice in accordance with  
14                   R.S. 51:1383.

15                   (5) A toll-free telephone number and web address where a customer may  
16                   obtain additional information or exercise cancellation and downgrade rights.

17           B. The written notice outlined in this Chapter shall be sent to a customer  
18           separately from any bill from the provider.

19           §1385. Method of delivery; recordkeeping

20           A. Written notice may be provided by any channel the customer has selected  
21           for billing or account communications; if no election exists, notice shall be sent by  
22           United States mail to the service address or billing address on file.

23           B. A provider shall retain records sufficient to demonstrate compliance with  
24           this Chapter, including samples of notices and logs of the dates and channels used,  
25           for two years from the effective date of each price increase.

26           §1386. Customer rights preserved

27           A. A provider shall not treat a customer's exercise of rights pursuant to R.S.  
28           51:1384 as a breach of contract or impose any fee or penalty triggered solely by the  
29           customer's cancellation or downgrade in response to a price increase.

1           B. Nothing in this Chapter prohibits a provider from recovering unreturned  
2           equipment charges or other amounts lawfully owed that are not early termination  
3           fees.

4           §1387. Enforcement; unfair trade practice; remedies

5           A. A violation of this Chapter is an unfair or deceptive trade practice in  
6           accordance with the Louisiana Unfair Trade Practices and Consumer Protection Law,  
7           R.S. 51:1401 et seq.

8           B. The attorney general may investigate and bring actions to enforce this  
9           Chapter including civil penalties, injunctive relief, restitution, and attorneys' fees as  
10          authorized by Louisiana Unfair Trade Practices and Consumer Protection Law, R.S.  
11          51:1401 et seq.

12          C. The remedies provided by this Chapter are in addition to any other  
13          remedies available at law or in equity, including private actions authorized by  
14          Louisiana Unfair Trade Practices and Consumer Protection Law, R.S. 51:1401 et  
15          seq.

16          §1388. Construction; federal and local law

17          A. This Chapter is a disclosure and customer-notice requirement only and  
18          shall not be construed as rate regulation or to require any specific price, term, or  
19          offering.

20          B. For cable or video services, this Chapter shall be construed in harmony  
21          with federal law, including 47 U.S.C. 521 et seq. and 47 CFR 76.1603, and shall not  
22          diminish any federal or franchise-authority notice obligations that are equal to or  
23          greater than.

24          C. Nothing in this Chapter shall limit the authority of a local franchise  
25          authority to adopt or enforce customer-service standards or notice provisions, if a  
26          provider that complies with the more stringent applicable requirement is deemed in  
27          compliance with this Chapter.

1        §1389. Rulemaking

2                The attorney general may promulgate rules under the Administrative  
3                Procedure Act to implement the provisions of this Chapter, including rules  
4                specifying reasonable notice formats and record keeping standards.

5                Section 2. This Act applies to price increases first noticed to customers on or after  
6                the effective date of this Act. It does not require re-noticing of increases that took effect  
7                before the effective date of this Act.

8                Section 3. This Act shall become effective on January 1, 2027.

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DIGEST

The digest printed below was prepared by House Legislative Services. It constitutes no part of the legislative instrument. The keyword, one-liner, abstract, and digest do not constitute part of the law or proof or indicia of legislative intent. [R.S. 1:13(B) and 24:177(E)]

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HB 798 Original

2026 Regular Session

Mike Johnson

**Abstract:** Creates the Broadband and Cable Price Notice Act.

Proposed law creates the Broadband and Cable Price Notice Act.

Proposed law defines "broadband internet access service", "cable or video service", "customer", "price increase", "provider", and "written notice."

Proposed law provides that a provider shall furnish clear and conspicuous written notice to each affected customer at least 30 calendar days before the effective date of any price increase.

Proposed law provides that when a price increase results from circumstances outside the provider's reasonable control, including but not limited to, programmer pass-through charges imposed with less than 30 days' notice to the provider, the provider shall give written notice as soon as practicable, but in no event later than the customer's next regular billing cycle after the provider learns of the change.

Proposed law provides that a customer may cancel or downgrade the affected service without early termination fees or other penalties triggered solely by the price increase, if the customer gives notice of cancellation on or before the effective date or within 30 days after receiving a written notice pursuant to proposed law.

Proposed law provides that nothing in proposed law shall be construed to shorten or limit any federal notice requirement that provides greater advance notice for cable service.

Proposed law provides for what shall be included in the written notice.

Proposed law provides that the written notice outlined in proposed law shall be sent to a customer separately from any bill from the provider.

Proposed law provides that written notice may be provided by any channel the customer has selected for billing or account communications; if no election exists, notice shall be sent by U.S. mail to the service address or billing address on file.

Proposed law requires that a provider retain certain records.

Proposed law provides that a provider shall not treat a customer's exercise of rights pursuant to proposed law as a breach of contract or impose any fee or penalty triggered solely by the customer's cancellation or downgrade in response to a price increase.

Proposed law provides that nothing in proposed law prohibits a provider from recovering unreturned equipment charges or other amounts lawfully owed that are not early termination fees.

Proposed law provides that a violation of proposed law is an unfair or deceptive trade practice in accordance with the La. Unfair Trade Practices and Consumer Protection Law and that the attorney general may investigate and bring actions to enforce proposed law including civil penalties, injunctive relief, restitution, and attorneys' fees as authorized by La. Unfair Trade Practices and Consumer Protection Law.

Proposed law provides that the remedies provided by this proposed law are in addition to any other remedies available at law or in equity, including private actions authorized by La. Unfair Trade Practices and Consumer Protection Law.

Proposed law provides that proposed law is a disclosure and customer-notice requirement only and shall not be construed as rate regulation or to require any specific price, term, or offering.

Proposed law provides that for cable or video services, proposed law shall be construed in harmony with federal law and shall not diminish any federal or franchise-authority notice obligations that are equal to or greater than.

Proposed law provides that nothing in proposed law shall limit the authority of a local franchise authority to adopt or enforce customer-service standards or notice provisions, if a provider that complies with the more stringent applicable requirement is deemed in compliance with proposed law.

Proposed law provides that the attorney general may promulgate rules under the APA to implement the provisions of proposed law, including rules specifying reasonable notice formats and record keeping standards.

Proposed law provides that proposed law applies to price increases first noticed to customers on or after the effective date of this proposed law. It does not require re-noticing of increases that took effect before the effective date of this proposed law.

Effective Jan. 1, 2027.

(Adds R.S. 51:1381-1389)