

# HB26-1211 REGULATION OF BROADBAND SERVICES

## REPRESENTATIVES STORY & MABREY

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### The Problem:

High-speed broadband is essential for participation in Colorado's economy, education, and civic life. The Colorado Broadband Office aims to connect 99% of households with high-speed internet by the end of 2027.

For decades, the state regulated old copper-wire phone services to ensure they were reliable and safe. However, as the world moved to the internet, these consumer protections didn't keep up. Today, many modern Voice-over-IP (VoIP) and broadband services lack proper oversight. This leaves Coloradans without recourse during major outages, and leaves the state with few tools to hold providers accountable for failing to deliver promised services.

### What This Bill Does:

This bill authorizes the Public Utilities Commission (PUC) to regulate broadband and VoIP services to ensure they meet basic standards for reliability and safety. The commission may adopt rules related to:

- **Resiliency:** Requiring providers to report service outages to the state.
- **Public Safety:** Overseeing emergency preparedness, restoration plans, and back-up power standards.
- **Data Collection:** Analyzing provider data on pricing, deployment, and adoption to make it publicly available.
- **Consumer Protection:** Establishing an information clearinghouse to keep consumers informed on prices and service quality.
- **Enforcement:** Authorizing the PUC to audit infrastructure and order remedial actions or fines for unsafe or inadequate service.

The federal government is distributing tens of billions of dollars in broadband subsidies. These historic investments require accountability. HB26-1211 ensures that as we expand access, we also guarantee the quality and safety that Colorado families and businesses deserve.

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