

# HB4259



## 103RD GENERAL ASSEMBLY

State of Illinois

2023 and 2024

HB4259

Introduced 1/16/2024, by Rep. Gregg Johnson

### SYNOPSIS AS INTRODUCED:

220 ILCS 5/22-501

Amends the Public Utilities Act. Provides that cable or video providers shall issue a customer a pro rata credit if that customer requests service disconnection during the first 2 weeks of a monthly billing period.

LRB103 34806 SPS 64661 b

A BILL FOR

1 AN ACT concerning regulation.

2 **Be it enacted by the People of the State of Illinois,**  
3 **represented in the General Assembly:**

4 Section 5. The Public Utilities Act is amended by changing  
5 Section 22-501 as follows:

6 (220 ILCS 5/22-501)

7 Sec. 22-501. Customer service and privacy protection. All  
8 cable or video providers in this State shall comply with the  
9 following customer service requirements and privacy  
10 protections. The provisions of this Act shall not apply to an  
11 incumbent cable operator prior to January 1, 2008. For  
12 purposes of this paragraph, an incumbent cable operator means  
13 a person or entity that provided cable services in a  
14 particular area under a franchise agreement with a local unit  
15 of government pursuant to Section 11-42-11 of the Illinois  
16 Municipal Code or Section 5-1095 of the Counties Code on  
17 January 1, 2007. A master antenna television, satellite master  
18 antenna television, direct broadcast satellite, multipoint  
19 distribution service, and other provider of video programming  
20 shall only be subject to the provisions of this Article to the  
21 extent permitted by federal law.

22 The following definitions apply to the terms used in this  
23 Article:

1 "Basic cable or video service" means any service offering  
2 or tier that includes the retransmission of local television  
3 broadcast signals.

4 "Cable or video provider" means any person or entity  
5 providing cable service or video service pursuant to  
6 authorization under (i) the Cable and Video Competition Law of  
7 2007; (ii) Section 11-42-11 of the Illinois Municipal Code;  
8 (iii) Section 5-1095 of the Counties Code; or (iv) a master  
9 antenna television, satellite master antenna television,  
10 direct broadcast satellite, multipoint distribution services,  
11 and other providers of video programming, whatever their  
12 technology. A cable or video provider shall not include a  
13 landlord providing only broadcast video programming to a  
14 single-family home or other residential dwelling consisting of  
15 4 units or less.

16 "Franchise" has the same meaning as found in 47 U.S.C.  
17 522(9).

18 "Local unit of government" means a city, village,  
19 incorporated town, or a county.

20 "Normal business hours" means those hours during which  
21 most similar businesses in the geographic area of the local  
22 unit of government are open to serve customers. In all cases,  
23 "normal business hours" must include some evening hours at  
24 least one night per week or some weekend hours.

25 "Normal operating conditions" means those service  
26 conditions that are within the control of cable or video

1 providers. Those conditions that are not within the control of  
2 cable or video providers include, but are not limited to,  
3 natural disasters, civil disturbances, power outages,  
4 telephone network outages, and severe or unusual weather  
5 conditions. Those conditions that are ordinarily within the  
6 control of cable or video providers include, but are not  
7 limited to, special promotions, pay-per-view events, rate  
8 increases, regular peak or seasonal demand periods, and  
9 maintenance or upgrade of the cable service or video service  
10 network.

11 "Service interruption" means the loss of picture or sound  
12 on one or more cable service or video service on one or more  
13 cable or video channels.

14 "Service line drop" means the point of connection between  
15 a premises and the cable or video network that enables the  
16 premises to receive cable service or video service.

17 (a) General customer service standards:

18 (1) Cable or video providers shall establish general  
19 standards related to customer service, which shall  
20 include, but not be limited to, installation,  
21 disconnection, service and repair obligations; appointment  
22 hours and employee ID requirements; customer service  
23 telephone numbers and hours; procedures for billing,  
24 charges, deposits, refunds, and credits; procedures for  
25 termination of service; notice of deletion of programming  
26 service; changes related to transmission of programming;

1 changes or increases in rates; the use and availability of  
2 parental control or lock-out devices; the use and  
3 availability of an A/B switch if applicable; complaint  
4 procedures and procedures for bill dispute resolution; a  
5 description of the rights and remedies available to  
6 consumers if the cable or video provider does not  
7 materially meet its customer service standards; and  
8 special services for customers with visual, hearing, or  
9 mobility disabilities.

10 (2) Cable or video providers' rates for each level of  
11 service, rules, regulations, and policies related to its  
12 cable service or video service described in paragraph (1)  
13 of this subsection (a) must be made available to the  
14 public and displayed clearly and conspicuously on the  
15 cable or video provider's site on the Internet. If a  
16 promotional price or a price for a specified period of  
17 time is offered, the cable or video provider shall display  
18 the price at the end of the promotional period or  
19 specified period of time clearly and conspicuously with  
20 the display of the promotional price or price for a  
21 specified period of time. The cable or video provider  
22 shall provide this information upon request.

23 (3) Cable or video providers shall provide notice  
24 concerning their general customer service standards to all  
25 customers. This notice shall be offered when service is  
26 first activated and upon request thereafter. The

1 information in the notice shall also be available on the  
2 cable or video providers' websites and shall include all  
3 of the information specified in paragraph (1) of this  
4 subsection (a), as well as the following: a listing of  
5 services offered by the cable or video providers, which  
6 shall clearly describe programming for all services and  
7 all levels of service; the rates for all services and  
8 levels of service; a telephone number through which  
9 customers may subscribe to, change, or terminate service,  
10 request customer service, or seek general or billing  
11 information; instructions on the use of the cable or video  
12 services; and a description of rights and remedies that  
13 the cable or video providers shall make available to their  
14 customers if they do not materially meet the general  
15 customer service standards described in this Act.

16 (b) General customer service obligations:

17 (1) Cable or video providers shall render reasonably  
18 efficient service, promptly make repairs, and interrupt  
19 service only as necessary and for good cause, during  
20 periods of minimum use of the system and for no more than  
21 24 hours.

22 (2) All service representatives or any other person  
23 who contacts customers or potential customers on behalf of  
24 the cable or video provider shall have a visible  
25 identification card with their name and photograph and  
26 shall orally identify themselves upon first contact with

1 the customer. Customer service representatives shall  
2 orally identify themselves to callers immediately  
3 following the greeting during each telephone contact with  
4 the public.

5 (3) The cable or video providers shall: (i) maintain a  
6 customer service facility within the boundaries of a local  
7 unit of government staffed by customer service  
8 representatives that have the capacity to accept payment,  
9 adjust bills, and respond to repair, installation,  
10 reconnection, disconnection, or other service calls and  
11 distribute or receive converter boxes, remote control  
12 units, digital stereo units, or other equipment related to  
13 the provision of cable or video service; (ii) provide  
14 customers with bill payment facilities through retail,  
15 financial, or other commercial institutions located within  
16 the boundaries of a local unit of government; (iii)  
17 provide an address, toll-free telephone number or  
18 electronic address to accept bill payments and  
19 correspondence and provide secure collection boxes for the  
20 receipt of bill payments and the return of equipment,  
21 provided that if a cable or video provider provides secure  
22 collection boxes, it shall provide a printed receipt when  
23 items are deposited; or (iv) provide an address, toll-free  
24 telephone number, or electronic address to accept bill  
25 payments and correspondence and provide a method for  
26 customers to return equipment to the cable or video

1 provider at no cost to the customer.

2 (4) In each contact with a customer, the service  
3 representatives or any other person who contacts customers  
4 or potential customers on behalf of the cable or video  
5 provider shall state the estimated cost of the service,  
6 repair, or installation orally prior to delivery of the  
7 service or before any work is performed, shall provide the  
8 customer with an oral statement of the total charges  
9 before terminating the telephone call or other contact in  
10 which a service is ordered, whether in-person or over the  
11 Internet, and shall provide a written statement of the  
12 total charges before leaving the location at which the  
13 work was performed. In the event that the cost of service  
14 is a promotional price or is for a limited period of time,  
15 the cost of service at the end of the promotion or limited  
16 period of time shall be disclosed.

17 (5) Cable or video providers shall provide customers a  
18 minimum of 30 days' written notice before increasing rates  
19 or eliminating transmission of programming and shall  
20 submit the notice of any rate increase to the local unit of  
21 government in advance of distribution to customers,  
22 provided that the cable or video provider is not in  
23 violation of this provision if the elimination of  
24 transmission of programming was outside the control of the  
25 provider, in which case the provider shall use reasonable  
26 efforts to provide as much notice as possible, and any



1 rate decrease related to the elimination of transmission  
2 of programming shall be applied to the date of the change.

3 (6) Cable or video providers shall provide clear  
4 visual and audio reception that meets or exceeds  
5 applicable Federal Communications Commission technical  
6 standards. If a customer experiences poor video or audio  
7 reception due to the equipment of the cable or video  
8 provider, the cable or video provider shall promptly  
9 repair the problem at its own expense.

10 (c) Bills, payment, and termination:

11 (1) Cable or video providers shall render monthly  
12 bills that are clear, accurate, and understandable.

13 (2) Every residential customer who pays bills directly  
14 to the cable or video provider shall have at least 28 days  
15 from the date of the bill to pay the listed charges.

16 (3) Customer payments shall be posted promptly. When  
17 the payment is sent by United States mail, payment is  
18 considered paid on the date it is postmarked.

19 (4) Cable or video providers may not terminate  
20 residential service for nonpayment of a bill unless the  
21 cable or video provider furnishes notice of the  
22 delinquency and impending termination at least 15 days  
23 prior to the proposed termination. Notice of proposed  
24 termination shall be mailed, postage prepaid, to the  
25 customer to whom service is billed. Notice of proposed  
26 termination shall not be mailed until the 24th day after

1 the date of the bill for services. Notice of delinquency  
2 and impending termination may be part of a billing  
3 statement only if the notice is designed to be  
4 conspicuous. The cable or video providers may not assess a  
5 late fee prior to the 24th day after the date of the bill  
6 for service.

7 (5) Every notice of impending termination shall  
8 include all of the following: the name and address of  
9 customer; the amount of the delinquency; the date on which  
10 payment is required to avoid termination; and the  
11 telephone number of the cable or video provider's service  
12 representative to make payment arrangements and to provide  
13 additional information about the charges for failure to  
14 return equipment and for reconnection, if any.

15 (6) Service may only be terminated on days when the  
16 customer is able to reach a service representative of the  
17 cable or video providers, either in person or by  
18 telephone.

19 (7) Any service terminated by a cable or video  
20 provider without good cause shall be restored without any  
21 reconnection fee, charge, or penalty; good cause for  
22 termination includes, but is not limited to, failure to  
23 pay a bill by the date specified in the notice of impending  
24 termination, payment by check for which there are  
25 insufficient funds, theft of service, abuse of equipment  
26 or personnel, or other similar subscriber actions.

1           (8) Cable or video providers shall cease charging a  
2 customer for any or all services within one business day  
3 after it receives a request to immediately terminate  
4 service or on the day requested by the customer if such a  
5 date is at least 5 days from the date requested by the  
6 customer. Cable or video providers shall issue a customer  
7 a pro rata credit if that customer requests service  
8 disconnection during the first 2 weeks of a monthly  
9 billing period. Nothing in this subsection (c) shall  
10 prohibit the provider from billing for charges that the  
11 customer incurs prior to the date of termination. Cable or  
12 video providers shall issue a credit no later than the  
13 customer's next billing cycle following the determination  
14 that a credit is warranted. Cable or video providers shall  
15 issue a refund or return a deposit promptly, but not later  
16 than either the customer's next billing cycle following  
17 resolution of the request or 30 days, whichever is  
18 earlier, or the return of equipment, if any, whichever is  
19 later.

20           (9) The customers or subscribers of a cable or video  
21 provider shall be allowed to disconnect their service at  
22 any time within the first 30 days after subscribing to or  
23 upgrading the service. Within this 30-day period, cable or  
24 video providers shall not charge or impose any fees or  
25 penalties on the customer for disconnecting service,  
26 including, but not limited to, any installation charge or

1 the imposition of an early termination charge, except the  
2 cable or video provider may impose a charge or fee to  
3 offset any rebates or credits received by the customer and  
4 may impose monthly service or maintenance charges,  
5 including pay-per-view and premium services charges,  
6 during such 30-day period.

7 (d) Response to customer inquiries:

8 (1) Cable or video providers will maintain a toll-free  
9 telephone access line that is available to customers 24  
10 hours a day, 7 days a week to accept calls regarding  
11 installation, termination, service, and complaints.  
12 Trained, knowledgeable, qualified service representatives  
13 of the cable or video providers will be available to  
14 respond to customer telephone inquiries during normal  
15 business hours. Customer service representatives shall be  
16 able to provide credit, waive fees, schedule appointments,  
17 and change billing cycles. Any difficulties that cannot be  
18 resolved by the customer service representatives shall be  
19 referred to a supervisor who shall make his or her best  
20 efforts to resolve the issue immediately. If the  
21 supervisor does not resolve the issue to the customer's  
22 satisfaction, the customer shall be informed of the cable  
23 or video provider's complaint procedures and procedures  
24 for billing dispute resolution and given a description of  
25 the rights and remedies available to customers to enforce  
26 the terms of this Article, including the customer's rights

1 to have the complaint reviewed by the local unit of  
2 government, to request mediation, and to review in a court  
3 of competent jurisdiction.

4 (2) After normal business hours, the access line may  
5 be answered by a service or an automated response system,  
6 including an answering machine. Inquiries received by  
7 telephone or e-mail after normal business hours shall be  
8 responded to by a trained service representative on the  
9 next business day. The cable or video provider shall  
10 respond to a written billing inquiry within 10 days of  
11 receipt of the inquiry.

12 (3) Cable or video providers shall provide customers  
13 seeking non-standard installations with a total  
14 installation cost estimate and an estimated date of  
15 completion. The actual charge to the customer shall not  
16 exceed the estimated cost without the written consent of  
17 the customer.

18 (4) If the cable or video provider receives notice  
19 that an unsafe condition exists with respect to its  
20 equipment, it shall investigate such condition immediately  
21 and shall take such measures as are necessary to remove or  
22 eliminate the unsafe condition. The cable or video  
23 provider shall inform the local unit of government  
24 promptly, but no later than 2 hours after it receives  
25 notification of an unsafe condition that it has not  
26 remedied.

1           (5) Under normal operating conditions, telephone  
2 answer time by the cable or video provider's customer  
3 representative, including wait time, shall not exceed 30  
4 seconds when the connection is made. If the call needs to  
5 be transferred, transfer time shall not exceed 30 seconds.  
6 These standards shall be met no less than 90% of the time  
7 under normal operating conditions, measured on a quarterly  
8 basis. The cable or video provider shall not be required  
9 to acquire equipment or perform surveys to measure  
10 compliance with these telephone answering standards unless  
11 an historical record of complaints indicates a clear  
12 failure to comply.

13           (6) Under normal operating conditions, the cable or  
14 video provider's customers will receive a busy signal less  
15 than 3% of the time.

16           (e) Under normal operating conditions, each of the  
17 following standards related to installations, outages, and  
18 service calls will be met no less than 95% of the time measured  
19 on a quarterly basis:

20           (1) Standard installations will be performed within 7  
21 business days after an order has been placed. "Standard"  
22 installations are those that are located up to 125 feet  
23 from the existing distribution system.

24           (2) Excluding conditions beyond the control of the  
25 cable or video providers, the cable or video providers  
26 will begin working on "service interruptions" promptly and

1 in no event later than 24 hours after the interruption is  
2 reported by the customer or otherwise becomes known to the  
3 cable or video providers. Cable or video providers must  
4 begin actions to correct other service problems the next  
5 business day after notification of the service problem and  
6 correct the problem.

7 (3) The "appointment window" alternatives for  
8 installations, service calls, and other installation  
9 activities will be either a specific time or, at a  
10 maximum, a 4-hour time block during evening, weekend, and  
11 normal business hours. The cable or video provider may  
12 schedule service calls and other installation activities  
13 outside of these hours for the express convenience of the  
14 customer.

15 (4) Cable or video providers may not cancel an  
16 appointment with a customer after the close of business on  
17 the business day prior to the scheduled appointment. If  
18 the cable or video provider's representative is running  
19 late for an appointment with a customer and will not be  
20 able to keep the appointment as scheduled, the customer  
21 will be contacted. The appointment will be rescheduled, as  
22 necessary, at a time that is convenient for the customer,  
23 even if the rescheduled appointment is not within normal  
24 business hours.

25 (f) Public benefit obligation:

26 (1) All cable or video providers offering service

1       pursuant to the Cable and Video Competition Law of 2007,  
2       the Illinois Municipal Code, or the Counties Code shall  
3       provide a free service line drop and free basic service to  
4       all current and future public buildings within their  
5       footprint, including, but not limited to, all local unit  
6       of government buildings, public libraries, and public  
7       primary and secondary schools, whether owned or leased by  
8       that local unit of government ("eligible buildings"). Such  
9       service shall be used in a manner consistent with the  
10      government purpose for the eligible building and shall not  
11      be resold.

12           (2) This obligation only applies to those cable or  
13      video service providers whose cable service or video  
14      service systems pass eligible buildings and its cable or  
15      video service is generally available to residential  
16      subscribers in the same local unit of government in which  
17      the eligible building is located. The burden of providing  
18      such service at each eligible building shall be shared by  
19      all cable and video providers whose systems pass the  
20      eligible buildings in an equitable and competitively  
21      neutral manner, and nothing herein shall require  
22      duplicative installations by more than one cable or video  
23      provider at each eligible building. Cable or video  
24      providers operating in a local unit of government shall  
25      meet as necessary and determine who will provide service  
26      to eligible buildings under this subsection (f). If the



1 cable or video providers are unable to reach an agreement,  
2 they shall meet with the local unit of government, which  
3 shall determine which cable or video providers will serve  
4 each eligible building. The local unit of government shall  
5 bear the costs of any inside wiring or video equipment  
6 costs not ordinarily provided as part of the cable or  
7 video provider's basic offering.

8 (g) After the cable or video providers have offered  
9 service for one year, the cable or video providers shall make  
10 an annual report to the Commission, to the local unit of  
11 government, and to the Attorney General that it is meeting the  
12 standards specified in this Article, identifying the number of  
13 complaints it received over the prior year in the State and  
14 specifying the number of complaints related to each of the  
15 following: (1) billing, charges, refunds, and credits; (2)  
16 installation or termination of service; (3) quality of service  
17 and repair; (4) programming; and (5) miscellaneous complaints  
18 that do not fall within these categories.

19 (h) To the extent consistent with federal law, cable or  
20 video providers shall offer the lowest-cost basic cable or  
21 video service as a stand-alone service to residential  
22 customers at reasonable rates. Cable or video providers shall  
23 not require the subscription to any service other than the  
24 lowest-cost basic service or to any telecommunications or  
25 information service, as a condition of access to cable or  
26 video service, including programming offered on a per channel

1 or per program basis. Cable or video providers shall not  
2 discriminate between subscribers to the lowest-cost basic  
3 service, subscribers to other cable services or video  
4 services, and other subscribers with regard to the rates  
5 charged for cable or video programming offered on a per  
6 channel or per program basis.

7 (i) To the extent consistent with federal law, cable or  
8 video providers shall ensure that charges for changes in the  
9 subscriber's selection of services or equipment shall be based  
10 on the cost of such change and shall not exceed nominal amounts  
11 when the system's configuration permits changes in service  
12 tier selection to be effected solely by coded entry on a  
13 computer terminal or by other similarly simple method.

14 (j) To the extent consistent with federal law, cable or  
15 video providers shall have a rate structure for the provision  
16 of cable or video service that is uniform throughout the area  
17 within the boundaries of the local unit of government. This  
18 subsection (j) is not intended to prohibit bulk discounts to  
19 multiple dwelling units or to prohibit reasonable discounts to  
20 senior citizens or other economically disadvantaged groups.

21 (k) To the extent consistent with federal law, cable or  
22 video providers shall not charge a subscriber for any service  
23 or equipment that the subscriber has not affirmatively  
24 requested or affirmatively agreed to by name. For purposes of  
25 this subsection (k), a subscriber's failure to refuse a cable  
26 or video provider's proposal to provide service or equipment

1 shall not be deemed to be an affirmative request for such  
2 service or equipment.

3 (l) No contract or service agreement containing an early  
4 termination clause offering residential cable or video  
5 services or any bundle including such services shall be for a  
6 term longer than 2 years. Any contract or service offering  
7 with a term of service that contains an early termination fee  
8 shall limit the early termination fee to not more than the  
9 value of any additional goods or services provided with the  
10 cable or video services, the amount of the discount reflected  
11 in the price for cable services or video services for the  
12 period during which the consumer benefited from the discount,  
13 or a declining fee based on the remainder of the contract term.

14 (m) Cable or video providers shall not discriminate in the  
15 provision of services for the hearing and visually impaired,  
16 and shall comply with the accessibility requirements of 47  
17 U.S.C. 613. Cable or video providers shall deliver and pick-up  
18 or provide customers with pre-paid shipping and packaging for  
19 the return of converters and other necessary equipment at the  
20 home of customers with disabilities. Cable or video providers  
21 shall provide free use of a converter or remote control unit to  
22 mobility impaired customers.

23 (n) (1) To the extent consistent with federal law, cable or  
24 video providers shall comply with the provisions of 47 U.S.C.  
25 532(h) and (j). The cable or video providers shall not  
26 exercise any editorial control over any video programming

1 provided pursuant to this Section, or in any other way  
2 consider the content of such programming, except that a cable  
3 or video provider may refuse to transmit any leased access  
4 program or portion of a leased access program that contains  
5 obscenity, indecency, or nudity and may consider such content  
6 to the minimum extent necessary to establish a reasonable  
7 price for the commercial use of designated channel capacity by  
8 an unaffiliated person. This subsection (n) shall permit cable  
9 or video providers to enforce prospectively a written and  
10 published policy of prohibiting programming that the cable or  
11 video provider reasonably believes describes or depicts sexual  
12 or excretory activities or organs in a patently offensive  
13 manner as measured by contemporary community standards.

14 (2) Upon customer request, the cable or video provider  
15 shall, without charge, fully scramble or otherwise fully  
16 block the audio and video programming of each channel  
17 carrying such programming so that a person who is not a  
18 subscriber does not receive the channel or programming.

19 (3) In providing sexually explicit adult programming  
20 or other programming that is indecent on any channel of  
21 its service primarily dedicated to sexually oriented  
22 programming, the cable or video provider shall fully  
23 scramble or otherwise fully block the video and audio  
24 portion of such channel so that a person who is not a  
25 subscriber to such channel or programming does not receive  
26 it.

1           (4) Scramble means to rearrange the content of the  
2           signal of the programming so that the programming cannot  
3           be viewed or heard in an understandable manner.

4           (o) Cable or video providers will maintain a listing,  
5           specific to the level of street address, of the areas where its  
6           cable or video services are available. Customers who inquire  
7           about purchasing cable or video service shall be informed  
8           about whether the cable or video provider's cable or video  
9           services are currently available to them at their specific  
10          location.

11          (p) Cable or video providers shall not disclose the name,  
12          address, telephone number or other personally identifying  
13          information of a cable service or video service customer to be  
14          used in mailing lists or to be used for other commercial  
15          purposes not reasonably related to the conduct of its business  
16          unless the cable or video provider has provided to the  
17          customer a notice, separately or included in any other  
18          customer service notice, that clearly and conspicuously  
19          describes the customer's ability to prohibit the disclosure.  
20          Cable or video providers shall provide an address and  
21          telephone number for a customer to use without a toll charge to  
22          prevent disclosure of the customer's name and address in  
23          mailing lists or for other commercial purposes not reasonably  
24          related to the conduct of its business to other businesses or  
25          affiliates of the cable or video provider. Cable or video  
26          providers shall comply with the consumer privacy requirements

1 of Section 26-4.5 of the Criminal Code of 2012, the Restricted  
2 Call Registry Act, and 47 U.S.C. 551 that are in effect as of  
3 June 30, 2007 (the effective date of Public Act 95-9) and as  
4 amended thereafter.

5 (q) Cable or video providers shall implement an informal  
6 process for handling inquiries from local units of government  
7 and customers concerning billing issues, service issues,  
8 privacy concerns, and other consumer complaints. In the event  
9 that an issue is not resolved through this informal process, a  
10 local unit of government or the customer may request  
11 nonbinding mediation with the cable or video provider, with  
12 each party to bear its own costs of such mediation. Selection  
13 of the mediator will be by mutual agreement, and preference  
14 will be given to mediation services that do not charge the  
15 consumer for their services. In the event that the informal  
16 process does not produce a satisfactory result to the customer  
17 or the local unit of government, enforcement may be pursued as  
18 provided in subdivision (4) of subsection (r) of this Section.

19 (r) The Attorney General and the local unit of government  
20 may enforce all of the customer service and privacy protection  
21 standards of this Section with respect to complaints received  
22 from residents within the local unit of government's  
23 jurisdiction, but it may not adopt or seek to enforce any  
24 additional or different customer service or performance  
25 standards under any other authority or provision of law.

26 (1) The local unit of government may, by ordinance,

1 provide a schedule of penalties for any material breach of  
2 this Section by cable or video providers in addition to  
3 the penalties provided herein. No monetary penalties shall  
4 be assessed for a material breach if it is out of the  
5 reasonable control of the cable or video providers or its  
6 affiliate. Monetary penalties adopted in an ordinance  
7 pursuant to this Section shall apply on a competitively  
8 neutral basis to all providers of cable service or video  
9 service within the local unit of government's  
10 jurisdiction. In no event shall the penalties imposed  
11 under this subsection (r) exceed \$750 for each day of the  
12 material breach, and these penalties shall not exceed  
13 \$25,000 for each occurrence of a material breach per  
14 customer.

15 (2) For purposes of this Section, "material breach"  
16 means any substantial failure of a cable or video service  
17 provider to comply with service quality and other  
18 standards specified in any provision of this Act. The  
19 Attorney General or the local unit of government shall  
20 give the cable or video provider written notice of any  
21 alleged material breaches of this Act and allow such  
22 provider at least 30 days from receipt of the notice to  
23 remedy the specified material breach.

24 (3) A material breach, for the purposes of assessing  
25 penalties, shall be deemed to have occurred for each day  
26 that a material breach has not been remedied by the cable

1 service or video service provider after the expiration of  
2 the period specified in subdivision (2) of this subsection  
3 (r) in each local unit of government's jurisdiction,  
4 irrespective of the number of customers affected.

5 (4) Any customer, the Attorney General, or a local  
6 unit of government may pursue alleged violations of this  
7 Act by the cable or video provider in a court of competent  
8 jurisdiction. A cable or video provider may seek judicial  
9 review of a decision of a local unit of government  
10 imposing penalties in a court of competent jurisdiction.  
11 No local unit of government shall be subject to suit for  
12 damages or other relief based upon its action in  
13 connection with its enforcement or review of any of the  
14 terms, conditions, and rights contained in this Act except  
15 a court may require the return of any penalty it finds was  
16 not properly assessed or imposed.

17 (s) Cable or video providers shall credit customers for  
18 violations in the amounts stated herein. The credits shall be  
19 applied on the statement issued to the customer for the next  
20 monthly billing cycle following the violation or following the  
21 discovery of the violation. Cable or video providers are  
22 responsible for providing the credits described herein and the  
23 customer is under no obligation to request the credit. If the  
24 customer is no longer taking service from the cable or video  
25 provider, the credit amount will be refunded to the customer  
26 by check within 30 days of the termination of service. A local



1 unit of government may, by ordinance, adopt a schedule of  
2 credits payable directly to customers for breach of the  
3 customer service standards and obligations contained in this  
4 Article, provided the schedule of customer credits applies on  
5 a competitively neutral basis to all providers of cable  
6 service or video service in the local unit of government's  
7 jurisdiction and the credits are not greater than the credits  
8 provided in this Section.

9 (1) Failure to keep an appointment or to notify the  
10 customer prior to the close of business on the business  
11 day prior to the scheduled appointment: \$25.00.

12 (2) Violation of customer service and billing  
13 standards in subsections (c) and (d) of this Section:  
14 \$25.00 per occurrence.

15 (3) Violation of the bundling rules in subsection (h)  
16 of this Section: \$25.00 per month.

17 (t) The enforcement powers granted to the Attorney General  
18 in Article XXI of this Act shall apply to this Article, except  
19 that the Attorney General may not seek penalties for violation  
20 of this Article other than in the amounts specified herein.  
21 Nothing in this Section shall limit or affect the powers of the  
22 Attorney General to enforce the provisions of Article XXI of  
23 this Act or the Consumer Fraud and Deceptive Business  
24 Practices Act.

25 (u) This Article applies to all cable and video providers  
26 in the State, including but not limited to those operating

1 under a local franchise as that term is used in 47 U.S.C.  
2 522(9), those operating under authorization pursuant to  
3 Section 11-42-11 of the Illinois Municipal Code, those  
4 operating under authorization pursuant to Section 5-1095 of  
5 the Counties Code, and those operating under a State-issued  
6 authorization pursuant to Article XXI of this Act.

7 (Source: P.A. 97-1108, eff. 1-1-13; 97-1150, eff. 1-25-13;  
8 98-45, eff. 6-28-13.)