**Section 210.960 Telephone Conference**

a) The Director does not routinely hold investigative conferences by telephone. Written requests to participate by telephone must be received by the Department's Chicago office no later than 7 days prior to the hearing date. The request shall be prominently marked "Request for Telephone Hearing" on both the letter and the envelope. Such request shall be typewritten or clearly written and shall contain a compelling reason why the party needs to participate by telephone and the name, address and telephone number of the person to be contacted.

b) A party shall not consider its request granted unless the participant receives notice by telephone or letter of the Director's approval prior to the conference date.