**Section 732.50 Customer Education**

a) Each telecommunications carrier shall include in the informational pages in the front portion of regularly published telephone directories educational material(s) about the requirements to install, repair, and meet appointments within the specified amount of time, the availability and issuance of customer credits and alternative telephone service, and the applicable exemptions. This information shall be of a similar level of detail as that set forth in Section 13-712 of the Act [220 ILCS 5/13-712]. Telecommunications carriers that do not publish their own directories shall take steps to ensure that the directory that lists their customers contains the required information. Until such time as a telecommunications carrier's directory contains such educational materials, the telecommunications carrier shall utilize at least once each quarter bill inserts, bill messages, or direct mailings containing a detailed description of the identified information. The bill inserts, bill messages, or direct mailings shall also indicate that this information will appear in the telecommunications carrier's next directory.

b) Following a telecommunications carrier's publication of its directory containing the educational materials described in subsection (a), each telecommunications carrier shall also include on its bill to each customer at least twice each year the following bill message: "The law obligates all telecommunications carriers to provide installation and repair in a timely manner. Credits or other remedies may be available for delays in repair, installation or missed appointments." The biannual bill message shall also direct customers to the directory for more information.

c) Educational material(s) shall be prominently displayed, clear, accurate and printed in bold and type of sufficient size and readability. The Consumer Services Division of the Commission shall develop and post on the Commission's website standard minimum education material language that may be used by telecommunications carriers in their directories and bill inserts, bill messages, or direct mailings. Any telecommunications carrier who does not use the language posted on the Commission's website shall use language substantially similar to that suggested by the Consumer Services Division. Each telecommunications carrier shall also provide a forum or forums for continuous public education that may include, but not be limited to, company web site(s), voice response unit(s), or information posted in public location(s).

(Source: Amended at 26 Ill. Reg. 10465, effective July 1, 2002)