**Section 734.100 Request for Mediation**

A *residential consumer or business consumer with fewer than 20 lines shall have the right to request mediation for resolution of a dispute with a telecommunications carrier upon completion of the Commission's informal complaint process* (see 83 Ill. Adm. Code 735.200) *and prior to the initiation of a formal complaint as described in Commission Rules of Practice* (see 83 Ill. Adm. Code 200). [220 ILCS 13-713(c)]