



Rep. Dan Caulkins

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10300HB3515ham003

LRB103 28704 SPS 59910 a

1 AMENDMENT TO HOUSE BILL 3515

2 AMENDMENT NO. _____. Amend House Bill 3515, AS AMENDED,
3 by replacing everything after the enacting clause with the
4 following:

5 "Section 5. The Consumer Fraud and Deceptive Business
6 Practices Act is amended by adding Section 2BBBB as follows:

7 (815 ILCS 505/2BBBB new)

8 Sec. 2BBBB. Customer support service.

9 (a) As used in this Section, "high-impact social media
10 company" means an entity that generates at least
11 \$3,000,000,000 in annual revenue and provides any
12 Internet-accessible platform that:

13 (1) has 300,000,000 or more monthly active users for
14 not fewer than 3 of the preceding 12 months; and

15 (2) constitutes an online product or service that is
16 primarily used by users to access or share user-generated

1 content.

2 (b) A high-impact social media company in the State of
3 Illinois must make available to its customers, at no cost, a
4 customer support service to address customer issues and
5 complaints during the hours the high-impact social media
6 company regularly conducts business. The customer support
7 service must respond to customers within one business day
8 after a customer initially contacts the company. The customer
9 support service must take active steps to resolve the
10 customer's issue or complaint and communicate the steps taken
11 to resolve the issue or complaint with the customer by mail,
12 telephone, or email, as requested by the customer, within 3
13 business days after a customer initially contacts the company.
14 The customer support service shall communicate with the
15 customer at least once every 3 business days until the issue
16 has been resolved or until the issue has been determined to be
17 unsolvable.

18 Section 99. Effective date. This Act takes effect January
19 1, 2024."