



Sen. Tom Bennett

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10300SB0941sam001

LRB103 05360 SPS 70480 a

1 AMENDMENT TO SENATE BILL 941

2 AMENDMENT NO. \_\_\_\_\_. Amend Senate Bill 941 by replacing  
3 everything after the enacting clause with the following:

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

6 (815 ILCS 505/2EEEE new)

7 Sec. 2EEEE. Automated telephone answering equipment.

8 (a) A business that uses automated telephone answering  
9 equipment to answer incoming telephone calls shall, during the  
10 normal hours of operation of the business, provide the caller  
11 with the option of speaking to a live operator.

12 (b) This Section only applies to businesses that employ 50  
13 or more employs and do business in this State.

14 (c) This Section does not apply to lines dedicated to  
15 providing general information and any system that is designed  
16 to permit an individual to conduct a complete transaction with

1 the business over the telephone solely by pressing one or more  
2 touch tone telephone keys in response to automated prompts.

3 (d) A violation of this Section is an unlawful practice  
4 within the meaning of this Act."