

SB0083



96TH GENERAL ASSEMBLY

State of Illinois

2009 and 2010

SB0083

Introduced 1/30/2009, by Sen. Ira I. Silverstein

SYNOPSIS AS INTRODUCED:

220 ILCS 5/13-714 new
815 ILCS 505/2Z

from Ch. 121 1/2, par. 262Z

Amends the Universal Telephone Service Protection Law of 1985 in the Public Utilities Act. Requires a wireless telecommunications carrier to comply with specified criteria with respect to consumer rights, protections, billing and billing dispute resolution procedures, and termination of service. Provides that a wireless telecommunications carrier that violates the Section violates the Consumer Fraud and Deceptive Business Practices Act.

LRB096 03601 MJR 13628 b

FISCAL NOTE ACT
MAY APPLY

A BILL FOR

1 AN ACT concerning utilities.

2 **Be it enacted by the People of the State of Illinois,**
3 **represented in the General Assembly:**

4 Section 5. The Public Utilities Act is amended by adding
5 Section 13-714 as follows:

6 (220 ILCS 5/13-714 new)

7 Sec. 13-714. Wireless telecommunications services;
8 consumer rights.

9 (a) A wireless telecommunications carrier must comply with
10 all of the following:

11 (1) Fully disclose information to contract customers
12 on their terms and conditions, including, but not limited
13 to, fees, trial periods, taxes, and surcharges.

14 (2) Provide service coverage maps to customers.

15 (3) Agree to be monitored by the Commission for the
16 quality of its service.

17 (4) Provide that service contracts not be longer than
18 one year, and that any extensions be in writing and signed
19 by subscribers.

20 (5) Give written notice of any change in rate, terms,
21 privacy rights, or conditions of service at least 30 days
22 before the changes become effective.

23 (b) A wireless telecommunications carrier must allow

1 customers to receive itemized bills and establish procedures
2 for customers to file complaints over billing disputes. A
3 wireless telecommunications carrier shall not terminate a
4 customer's service while a bill remains in dispute.

5 (c) A wireless telecommunications carrier must provide its
6 customers with bills that are clearly outlined to distinguish
7 provider charges from taxes, fees, and other charges the
8 carrier collects for other entities such as governments.

9 (d) A wireless telecommunications carrier who violates
10 this Section commits an unlawful practice within the meaning of
11 the Consumer Fraud and Deceptive Business Practices Act.

12 Section 10. The Consumer Fraud and Deceptive Business
13 Practices Act is amended by changing Section 2Z as follows:

14 (815 ILCS 505/2Z) (from Ch. 121 1/2, par. 262Z)

15 Sec. 2Z. Violations of other Acts. Any person who knowingly
16 violates the Automotive Repair Act, the Automotive Collision
17 Repair Act, the Home Repair and Remodeling Act, the Dance
18 Studio Act, the Physical Fitness Services Act, the Hearing
19 Instrument Consumer Protection Act, the Illinois Union Label
20 Act, the Job Referral and Job Listing Services Consumer
21 Protection Act, the Travel Promotion Consumer Protection Act,
22 the Credit Services Organizations Act, the Automatic Telephone
23 Dialers Act, the Pay-Per-Call Services Consumer Protection
24 Act, the Telephone Solicitations Act, the Illinois Funeral or

1 Burial Funds Act, the Cemetery Care Act, the Safe and Hygienic
2 Bed Act, the Pre-Need Cemetery Sales Act, the High Risk Home
3 Loan Act, the Payday Loan Reform Act, the Mortgage Rescue Fraud
4 Act, subsection (a) or (b) of Section 3-10 of the Cigarette Tax
5 Act, the Payday Loan Reform Act, subsection (a) or (b) of
6 Section 3-10 of the Cigarette Use Tax Act, the Electronic Mail
7 Act, the Internet Caller Identification Act, paragraph (6) of
8 subsection (k) of Section 6-305 of the Illinois Vehicle Code,
9 Section 18d-115, 18d-120, 18d-125, 18d-135, or 18d-150 of the
10 Illinois Vehicle Code, Article 3 of the Residential Real
11 Property Disclosure Act, the Automatic Contract Renewal Act,
12 Section 13-714 of the Public Utilities Act, or the Personal
13 Information Protection Act commits an unlawful practice within
14 the meaning of this Act.

15 (Source: P.A. 94-13, eff. 12-6-05; 94-36, eff. 1-1-06; 94-280,
16 eff. 1-1-06; 94-292, eff. 1-1-06; 94-822, eff. 1-1-07; 95-413,
17 eff. 1-1-08; 95-562, eff. 7-1-08; 95-876, eff. 8-21-08.)