

1 AN ACT in relation to telecommunications.

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 13-305 as follows:

6 (220 ILCS 5/13-305 new)

7 Sec. 13-305. Reliability requirements.

8 (a) If a customer of a telecommunications carrier is
9 subjected to a continuous service interruption of 24 hours
10 or more that results in the inability of the customer to send
11 or receive messages by means of the carrier's service, the
12 telecommunications carrier must compensate the customers
13 affected by that service interruption for all actual damages
14 and consequential damages suffered as a result of the
15 service interruption. A waiver of the requirements of this
16 Section may be granted by the Commission in instances in
17 which the telecommunications carrier can show that the
18 service interruption was a result of any one or more of the
19 following causes:

20 (1) Unpreventable damage due to weather events or
21 conditions.

22 (2) Customer tampering.

23 (3) Unpreventable damage due to civil or
24 international unrest or animals.

25 (4) Damage to utility equipment or other actions by
26 a party other than the utility, its employees, agents,
27 or contractors.

28 (b) Loss of revenue and expenses incurred in complying
29 with this Section may not be recovered from ratepayers.

30 Section 99. Effective date. This Act takes effect upon

1 becoming law.