**Section 170.190 Office Hours**

Each licensee shall maintain a website, email address, or telephone service. The website, email address, or telephone service shall, at a minimum, provide consumers with capabilities reasonably adequate for efficiently handling communications, questions, and other matters relating to an existing consumer legal funding. In determining whether the website and telephone service are provided in a reasonably adequate manner, the Secretary may consider consumer complaints received regarding the licensee and information obtained from examinations or investigations conducted and reports filed pursuant to the Act.