**Section 756.305 Advisory Council Rights**

a) ITAC and the telecommunications carrier shall serve notice of all filings, reports, or other information pertaining to the relay service provided to the Commission on the chairperson of the Advisory Council.

b) Upon the receipt of complaints concerning the relay service, the system provider, ITAC or the telecommunications carrier staff shall inform the complainant that if the complainant remains dissatisfied in the complainant's dispute, the complainant may contact the Advisory Council. The system provider, ITAC, or the telecommunications carrier staff shall provide the complainant with the name, telephone number and business address of designated members of the Advisory Council and inform the recipient that the Advisory Council may be able to aid the complainant in the complainant's dispute.

(Source: Amended at 41 Ill. Reg. 5446, effective May 5, 2017)