



103RD GENERAL ASSEMBLY

State of Illinois

2023 and 2024

HB4879

Introduced 2/7/2024, by Rep. Dan Caulkins

SYNOPSIS AS INTRODUCED:

815 ILCS 505/2EEEE new

Amends the Consumer Fraud and Deceptive Business Practices Act. Provides that it is an unlawful practice within the meaning of the Act for a high-impact social media company in the State to fail to make available to its customers, at no cost, a customer support service to address customer issues and complaints during the hours the high-impact social media company regularly conducts business. Provides that the customer support service must respond to customers within one business day after a customer initially contacts the company. Provides that the customer support service must take active steps to resolve the customer's issue or complaint and communicate the steps taken to resolve the issue or complaint with the customer by mail, telephone, or email, as requested by the customer, within 3 business days after a customer initially contacts the company. Provides that the customer support service shall communicate with the customer at least once every 3 business days until the issue has been resolved or until the issue has been determined to be unsolvable. Effective January 1, 2025.

LRB103 37829 SPS 67959 b

1 AN ACT concerning business.

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

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. Customer support service.

8 (a) As used in this Section, "high-impact social media
9 company" means an entity that generates at least
10 \$3,000,000,000 in annual revenue and provides any
11 Internet-accessible platform that:

12 (1) has 300,000,000 or more monthly active users for
13 not fewer than 3 of the preceding 12 months; and

14 (2) constitutes an online product or service that is
15 primarily used by users to access or share user-generated
16 content.

17 (b) It is an unlawful practice within the meaning of this
18 Act for a high-impact social media company in this State to
19 fail to make available to its customers, at no cost, a customer
20 support service to address customer issues and complaints
21 during the hours the high-impact social media company
22 regularly conducts business. The customer support service must
23 respond to customers within one business day after a customer

1 initially contacts the company. The customer support service
2 must take active steps to resolve the customer's issue or
3 complaint and communicate the steps taken to resolve the issue
4 or complaint with the customer by mail, telephone, or email,
5 as requested by the customer, within 3 business days after a
6 customer initially contacts the company. The customer support
7 service shall communicate with the customer at least once
8 every 3 business days until the issue has been resolved or
9 until the issue has been determined to be unsolvable.

10

11 Section 99. Effective date. This Act takes effect January
12 1, 2025.