



94TH GENERAL ASSEMBLY
State of Illinois
2005 and 2006
HB1531

Introduced 2/10/2005, by Rep. John J. Millner

SYNOPSIS AS INTRODUCED:

220 ILCS 5/13-720 new

Amends the Telecommunications Article of the Public Utilities Act. Requires the Illinois Commerce Commission to establish and enforce customer service standards for all telecommunications carriers that provide wireless service to Illinois residents, including a requirement that the carrier record and catalog all customer service calls. Effective immediately.

LRB094 08514 MKM 38721 b

FISCAL NOTE ACT
MAY APPLY

1 AN ACT concerning 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 13-720 as follows:

6 (220 ILCS 5/13-720 new)

7 Sec. 13-720. Wireless service standards. The Commission
8 shall establish and enforce service standards for all
9 telecommunications carriers that provide wireless service to
10 Illinois residents, including, but not limited to, a
11 requirement that the telecommunications carrier record and
12 catalog all customer service calls. The Commission may
13 promulgate rules for the establishment and enforcement of
14 service standards under this Section.

15 Section 99. Effective date. This Act takes effect upon
16 becoming law.