



**94TH GENERAL ASSEMBLY**  
**State of Illinois**  
**2005 and 2006**  
**SB0325**

Introduced 2/15/2005, by Sen. Jacqueline Y. Collins

**SYNOPSIS AS INTRODUCED:**

815 ILCS 505/2VV new

Amends the Consumer Fraud and Deceptive Business Practices Act. Requires all advertising offering for sale local exchange telecommunications service in an area in which more than one local exchange telecommunications service offering is available to include disclosures of the regulated price of certain services. Provides that, if a customer of a local exchange carrier contacts the carrier with a billing inquiry or any other customer service issue, before offering the customer any product or service, the carrier shall: (i) resolve the customer's billing inquiry or customer service issue; (ii) clearly and conspicuously disclose that the carrier is initiating a solicitation; and (iii) obtain the customer's permission to continue the solicitation. Requires a carrier to clearly and conspicuously disclose all material terms and conditions in any advertising or marketing in which a term or condition of local exchange telecommunications service is represented.

LRB094 06846 MKM 36952 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 2VV as follows:

6 (815 ILCS 505/2VV new)

7 Sec. 2VV. Local exchange telecommunications service  
8 disclosures.

9 (a) When advertising or offering for sale local exchange  
10 telecommunications service in an area in which more than one  
11 local exchange telecommunications service offering is  
12 available, a local exchange carrier shall clearly and  
13 conspicuously disclose the regulated price of: (i) local  
14 exchange service access, (ii) local calls, and (iii) local toll  
15 calls, when these services are purchased separately and not  
16 part of a packaged service offering.

17 (b) If a customer of a local exchange carrier contacts the  
18 carrier with a billing inquiry or with any other customer  
19 service issue, the carrier shall take the following actions  
20 before offering any product or service for sale to the  
21 customer:

22 (1) resolve the customer's billing inquiry or customer  
23 service issue;

24 (2) clearly and conspicuously disclose that the  
25 carrier is ending the customer service portion of the call  
26 and initiating a solicitation directed at the customer; and

27 (3) obtain the customer's permission to continue the  
28 solicitation.

29 If a customer declines permission to continue the  
30 solicitation, the carrier shall not offer any product or  
31 service for sale to the customer.

32 (c) In all advertising and marketing by a local exchange

1 carrier in which a term or condition of local exchange  
2 telecommunications service is represented, the carrier shall  
3 clearly and conspicuously disclose all material terms and  
4 conditions of the offer, including, but not limited to, whether  
5 the price of the offer includes: (i) access, local calling,  
6 local toll calling, long distance calling, and international  
7 calling; (ii) any additional services; and (iii) any additional  
8 fees and charges to be paid by the customer.

9 (d) For purposes of this Section:

10 "Local exchange carrier" means a telecommunications  
11 carrier, as that term is defined Section 13-202 of the Public  
12 Utilities Act, that provides local exchange telecommunications  
13 service.

14 "Local exchange telecommunications service" means that  
15 term as it is defined in Section 13-204 of the Public Utilities  
16 Act.