



104TH GENERAL ASSEMBLY

State of Illinois

2025 and 2026

SB3222

Introduced 2/2/2026, by Sen. Doris Turner

SYNOPSIS AS INTRODUCED:

220 ILCS 5/22-501
220 ILCS 5/22-504 new

Amends the Public Utilities Act. Defines "video programming" and "video streaming service". Provides that, on and after July 1, 2027, a video streaming service that serves consumers residing in the State shall not transmit the audio of commercial advertisements louder than the video content the advertisements accompany, consistent with the regulations adopted by the Federal Communications Commission pursuant to the Commercial Advertisement Loudness Mitigation (CALM) Act (Public Law 111-311) for television broadcast stations, cable operators, and other video programming distributors. Provides that the amendatory provisions do not create a private right of action.

LRB104 19119 AAS 32564 b

1 AN ACT concerning regulation.

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 changing
5 Section 22-501 and by adding Section 22-504 as follows:

6 (220 ILCS 5/22-501)

7 Sec. 22-501. Customer service and privacy protection. All
8 cable or video providers in this State shall comply with the
9 following customer service requirements and privacy
10 protections. The provisions of this Act shall not apply to an
11 incumbent cable operator prior to January 1, 2008. For
12 purposes of this paragraph, an incumbent cable operator means
13 a person or entity that provided cable services in a
14 particular area under a franchise agreement with a local unit
15 of government pursuant to Section 11-42-11 of the Illinois
16 Municipal Code or Section 5-1095 of the Counties Code on
17 January 1, 2007. A master antenna television, satellite master
18 antenna television, direct broadcast satellite, multipoint
19 distribution service, and other provider of video programming
20 shall only be subject to the provisions of this Article to the
21 extent permitted by federal law.

22 The following definitions apply to the terms used in this
23 Article:

1 "Basic cable or video service" means any service offering
2 or tier that includes the retransmission of local television
3 broadcast signals.

4 "Cable or video provider" means any person or entity
5 providing cable service or video service pursuant to
6 authorization under (i) the Cable and Video Competition Law of
7 2007; (ii) Section 11-42-11 of the Illinois Municipal Code;
8 (iii) Section 5-1095 of the Counties Code; or (iv) a master
9 antenna television, satellite master antenna television,
10 direct broadcast satellite, multipoint distribution services,
11 and other providers of video programming, whatever their
12 technology. A cable or video provider shall not include a
13 landlord providing only broadcast video programming to a
14 single-family home or other residential dwelling consisting of
15 4 units or less.

16 "Franchise" has the same meaning as found in 47 U.S.C.
17 522(9).

18 "Local unit of government" means a city, village,
19 incorporated town, or a county.

20 "Normal business hours" means those hours during which
21 most similar businesses in the geographic area of the local
22 unit of government are open to serve customers. In all cases,
23 "normal business hours" must include some evening hours at
24 least one night per week or some weekend hours.

25 "Normal operating conditions" means those service
26 conditions that are within the control of cable or video

1 providers. Those conditions that are not within the control of
2 cable or video providers include, but are not limited to,
3 natural disasters, civil disturbances, power outages,
4 telephone network outages, and severe or unusual weather
5 conditions. Those conditions that are ordinarily within the
6 control of cable or video providers include, but are not
7 limited to, special promotions, pay-per-view events, rate
8 increases, regular peak or seasonal demand periods, and
9 maintenance or upgrade of the cable service or video service
10 network.

11 "Service interruption" means the loss of picture or sound
12 on one or more cable service or video service on one or more
13 cable or video channels.

14 "Service line drop" means the point of connection between
15 a premises and the cable or video network that enables the
16 premises to receive cable service or video service.

17 "Video programming" has the meaning given to that term in
18 Section 613(h) of Title 47 of the United States Code.

19 "Video streaming service" means an entity that makes
20 available directly to the consumer, through a distribution
21 method that uses Internet protocol, either of the following:
22 (1) video programming or (2) video content the entity makes
23 available for users to view. "Video streaming service" does
24 not include a cable or video provider or an entity that serves
25 video programming or video content without commercial
26 advertisements.

1 (a) General customer service standards:

2 (1) Cable or video providers shall establish general
3 standards related to customer service, which shall
4 include, but not be limited to, installation,
5 disconnection, service and repair obligations; appointment
6 hours and employee ID requirements; customer service
7 telephone numbers and hours; procedures for billing,
8 charges, deposits, refunds, and credits; procedures for
9 termination of service; notice of deletion of programming
10 service; changes related to transmission of programming;
11 changes or increases in rates; the use and availability of
12 parental control or lock-out devices; the use and
13 availability of an A/B switch if applicable; complaint
14 procedures and procedures for bill dispute resolution; a
15 description of the rights and remedies available to
16 consumers if the cable or video provider does not
17 materially meet its customer service standards; and
18 special services for customers with visual, hearing, or
19 mobility disabilities.

20 (2) Cable or video providers' rates for each level of
21 service, rules, regulations, and policies related to its
22 cable service or video service described in paragraph (1)
23 of this subsection (a) must be made available to the
24 public and displayed clearly and conspicuously on the
25 cable or video provider's site on the Internet. If a
26 promotional price or a price for a specified period of

1 time is offered, the cable or video provider shall display
2 the price at the end of the promotional period or
3 specified period of time clearly and conspicuously with
4 the display of the promotional price or price for a
5 specified period of time. The cable or video provider
6 shall provide this information upon request.

7 (3) Cable or video providers shall provide notice
8 concerning their general customer service standards to all
9 customers. This notice shall be offered when service is
10 first activated and upon request thereafter. The
11 information in the notice shall also be available on the
12 cable or video providers' websites and shall include all
13 of the information specified in paragraph (1) of this
14 subsection (a), as well as the following: a listing of
15 services offered by the cable or video providers, which
16 shall clearly describe programming for all services and
17 all levels of service; the rates for all services and
18 levels of service; a telephone number through which
19 customers may subscribe to, change, or terminate service,
20 request customer service, or seek general or billing
21 information; instructions on the use of the cable or video
22 services; and a description of rights and remedies that
23 the cable or video providers shall make available to their
24 customers if they do not materially meet the general
25 customer service standards described in this Act.

26 (b) General customer service obligations:

1 (1) Cable or video providers shall render reasonably
2 efficient service, promptly make repairs, and interrupt
3 service only as necessary and for good cause, during
4 periods of minimum use of the system and for no more than
5 24 hours.

6 (2) All service representatives or any other person
7 who contacts customers or potential customers on behalf of
8 the cable or video provider shall have a visible
9 identification card with their name and photograph and
10 shall orally identify themselves upon first contact with
11 the customer. Customer service representatives shall
12 orally identify themselves to callers immediately
13 following the greeting during each telephone contact with
14 the public.

15 (3) The cable or video providers shall: (i) maintain a
16 customer service facility within the boundaries of a local
17 unit of government staffed by customer service
18 representatives that have the capacity to accept payment,
19 adjust bills, and respond to repair, installation,
20 reconnection, disconnection, or other service calls and
21 distribute or receive converter boxes, remote control
22 units, digital stereo units, or other equipment related to
23 the provision of cable or video service; (ii) provide
24 customers with bill payment facilities through retail,
25 financial, or other commercial institutions located within
26 the boundaries of a local unit of government; (iii)

1 provide an address, toll-free telephone number or
2 electronic address to accept bill payments and
3 correspondence and provide secure collection boxes for the
4 receipt of bill payments and the return of equipment,
5 provided that if a cable or video provider provides secure
6 collection boxes, it shall provide a printed receipt when
7 items are deposited; or (iv) provide an address, toll-free
8 telephone number, or electronic address to accept bill
9 payments and correspondence and provide a method for
10 customers to return equipment to the cable or video
11 provider at no cost to the customer.

12 (4) In each contact with a customer, the service
13 representatives or any other person who contacts customers
14 or potential customers on behalf of the cable or video
15 provider shall state the estimated cost of the service,
16 repair, or installation orally prior to delivery of the
17 service or before any work is performed, shall provide the
18 customer with an oral statement of the total charges
19 before terminating the telephone call or other contact in
20 which a service is ordered, whether in-person or over the
21 Internet, and shall provide a written statement of the
22 total charges before leaving the location at which the
23 work was performed. In the event that the cost of service
24 is a promotional price or is for a limited period of time,
25 the cost of service at the end of the promotion or limited
26 period of time shall be disclosed.

1 (5) Cable or video providers shall provide customers a
2 minimum of 30 days' written notice before increasing rates
3 or eliminating transmission of programming and shall
4 submit the notice of any rate increase to the local unit of
5 government in advance of distribution to customers,
6 provided that the cable or video provider is not in
7 violation of this provision if the elimination of
8 transmission of programming was outside the control of the
9 provider, in which case the provider shall use reasonable
10 efforts to provide as much notice as possible, and any
11 rate decrease related to the elimination of transmission
12 of programming shall be applied to the date of the change.

13 (6) Cable or video providers shall provide clear
14 visual and audio reception that meets or exceeds
15 applicable Federal Communications Commission technical
16 standards. If a customer experiences poor video or audio
17 reception due to the equipment of the cable or video
18 provider, the cable or video provider shall promptly
19 repair the problem at its own expense.

20 (c) Bills, payment, and termination:

21 (1) Cable or video providers shall render monthly
22 bills that are clear, accurate, and understandable.

23 (2) Every residential customer who pays bills directly
24 to the cable or video provider shall have at least 28 days
25 from the date of the bill to pay the listed charges.

26 (3) Customer payments shall be posted promptly. When

1 the payment is sent by United States mail, payment is
2 considered paid on the date it is postmarked.

3 (4) Cable or video providers may not terminate
4 residential service for nonpayment of a bill unless the
5 cable or video provider furnishes notice of the
6 delinquency and impending termination at least 15 days
7 prior to the proposed termination. Notice of proposed
8 termination shall be mailed, postage prepaid, to the
9 customer to whom service is billed. Notice of proposed
10 termination shall not be mailed until the 24th day after
11 the date of the bill for services. Notice of delinquency
12 and impending termination may be part of a billing
13 statement only if the notice is designed to be
14 conspicuous. The cable or video providers may not assess a
15 late fee prior to the 24th day after the date of the bill
16 for service.

17 (5) Every notice of impending termination shall
18 include all of the following: the name and address of
19 customer; the amount of the delinquency; the date on which
20 payment is required to avoid termination; and the
21 telephone number of the cable or video provider's service
22 representative to make payment arrangements and to provide
23 additional information about the charges for failure to
24 return equipment and for reconnection, if any.

25 (6) Service may only be terminated on days when the
26 customer is able to reach a service representative of the

1 cable or video providers, either in person or by
2 telephone.

3 (7) Any service terminated by a cable or video
4 provider without good cause shall be restored without any
5 reconnection fee, charge, or penalty; good cause for
6 termination includes, but is not limited to, failure to
7 pay a bill by the date specified in the notice of impending
8 termination, payment by check for which there are
9 insufficient funds, theft of service, abuse of equipment
10 or personnel, or other similar subscriber actions.

11 (8) Cable or video providers shall cease charging a
12 customer for any or all services within one business day
13 after it receives a request to immediately terminate
14 service or on the day requested by the customer if such a
15 date is at least 5 days from the date requested by the
16 customer. Nothing in this subsection (c) shall prohibit
17 the provider from billing for charges that the customer
18 incurs prior to the date of termination. Cable or video
19 providers shall issue a credit no later than the
20 customer's next billing cycle following the determination
21 that a credit is warranted. Cable or video providers shall
22 issue a refund or return a deposit promptly, but not later
23 than either the customer's next billing cycle following
24 resolution of the request or 30 days, whichever is
25 earlier, or the return of equipment, if any, whichever is
26 later.

1 (9) The customers or subscribers of a cable or video
2 provider shall be allowed to disconnect their service at
3 any time within the first 30 days after subscribing to or
4 upgrading the service. Within this 30-day period, cable or
5 video providers shall not charge or impose any fees or
6 penalties on the customer for disconnecting service,
7 including, but not limited to, any installation charge or
8 the imposition of an early termination charge, except the
9 cable or video provider may impose a charge or fee to
10 offset any rebates or credits received by the customer and
11 may impose monthly service or maintenance charges,
12 including pay-per-view and premium services charges,
13 during such 30-day period.

14 (d) Response to customer inquiries:

15 (1) Cable or video providers will maintain a toll-free
16 telephone access line that is available to customers 24
17 hours a day, 7 days a week to accept calls regarding
18 installation, termination, service, and complaints.
19 Trained, knowledgeable, qualified service representatives
20 of the cable or video providers will be available to
21 respond to customer telephone inquiries during normal
22 business hours. Customer service representatives shall be
23 able to provide credit, waive fees, schedule appointments,
24 and change billing cycles. Any difficulties that cannot be
25 resolved by the customer service representatives shall be
26 referred to a supervisor who shall make his or her best

1 efforts to resolve the issue immediately. If the
2 supervisor does not resolve the issue to the customer's
3 satisfaction, the customer shall be informed of the cable
4 or video provider's complaint procedures and procedures
5 for billing dispute resolution and given a description of
6 the rights and remedies available to customers to enforce
7 the terms of this Article, including the customer's rights
8 to have the complaint reviewed by the local unit of
9 government, to request mediation, and to review in a court
10 of competent jurisdiction.

11 (2) After normal business hours, the access line may
12 be answered by a service or an automated response system,
13 including an answering machine. Inquiries received by
14 telephone or e-mail after normal business hours shall be
15 responded to by a trained service representative on the
16 next business day. The cable or video provider shall
17 respond to a written billing inquiry within 10 days of
18 receipt of the inquiry.

19 (3) Cable or video providers shall provide customers
20 seeking non-standard installations with a total
21 installation cost estimate and an estimated date of
22 completion. The actual charge to the customer shall not
23 exceed the estimated cost without the written consent of
24 the customer.

25 (4) If the cable or video provider receives notice
26 that an unsafe condition exists with respect to its

1 equipment, it shall investigate such condition immediately
2 and shall take such measures as are necessary to remove or
3 eliminate the unsafe condition. The cable or video
4 provider shall inform the local unit of government
5 promptly, but no later than 2 hours after it receives
6 notification of an unsafe condition that it has not
7 remedied.

8 (5) Under normal operating conditions, telephone
9 answer time by the cable or video provider's customer
10 representative, including wait time, shall not exceed 30
11 seconds when the connection is made. If the call needs to
12 be transferred, transfer time shall not exceed 30 seconds.
13 These standards shall be met no less than 90% of the time
14 under normal operating conditions, measured on a quarterly
15 basis. The cable or video provider shall not be required
16 to acquire equipment or perform surveys to measure
17 compliance with these telephone answering standards unless
18 an historical record of complaints indicates a clear
19 failure to comply.

20 (6) Under normal operating conditions, the cable or
21 video provider's customers will receive a busy signal less
22 than 3% of the time.

23 (e) Under normal operating conditions, each of the
24 following standards related to installations, outages, and
25 service calls will be met no less than 95% of the time measured
26 on a quarterly basis:

1 (1) Standard installations will be performed within 7
2 business days after an order has been placed. "Standard"
3 installations are those that are located up to 125 feet
4 from the existing distribution system.

5 (2) Excluding conditions beyond the control of the
6 cable or video providers, the cable or video providers
7 will begin working on "service interruptions" promptly and
8 in no event later than 24 hours after the interruption is
9 reported by the customer or otherwise becomes known to the
10 cable or video providers. Cable or video providers must
11 begin actions to correct other service problems the next
12 business day after notification of the service problem and
13 correct the problem.

14 (3) The "appointment window" alternatives for
15 installations, service calls, and other installation
16 activities will be either a specific time or, at a
17 maximum, a 4-hour time block during evening, weekend, and
18 normal business hours. The cable or video provider may
19 schedule service calls and other installation activities
20 outside of these hours for the express convenience of the
21 customer.

22 (4) Cable or video providers may not cancel an
23 appointment with a customer after the close of business on
24 the business day prior to the scheduled appointment. If
25 the cable or video provider's representative is running
26 late for an appointment with a customer and will not be

1 able to keep the appointment as scheduled, the customer
2 will be contacted. The appointment will be rescheduled, as
3 necessary, at a time that is convenient for the customer,
4 even if the rescheduled appointment is not within normal
5 business hours.

6 (f) Public benefit obligation:

7 (1) All cable or video providers offering service
8 pursuant to the Cable and Video Competition Law of 2007,
9 the Illinois Municipal Code, or the Counties Code shall
10 provide a free service line drop and free basic service to
11 all current and future public buildings within their
12 footprint, including, but not limited to, all local unit
13 of government buildings, public libraries, and public
14 primary and secondary schools, whether owned or leased by
15 that local unit of government ("eligible buildings"). Such
16 service shall be used in a manner consistent with the
17 government purpose for the eligible building and shall not
18 be resold.

19 (2) This obligation only applies to those cable or
20 video service providers whose cable service or video
21 service systems pass eligible buildings and its cable or
22 video service is generally available to residential
23 subscribers in the same local unit of government in which
24 the eligible building is located. The burden of providing
25 such service at each eligible building shall be shared by
26 all cable and video providers whose systems pass the

1 eligible buildings in an equitable and competitively
2 neutral manner, and nothing herein shall require
3 duplicative installations by more than one cable or video
4 provider at each eligible building. Cable or video
5 providers operating in a local unit of government shall
6 meet as necessary and determine who will provide service
7 to eligible buildings under this subsection (f). If the
8 cable or video providers are unable to reach an agreement,
9 they shall meet with the local unit of government, which
10 shall determine which cable or video providers will serve
11 each eligible building. The local unit of government shall
12 bear the costs of any inside wiring or video equipment
13 costs not ordinarily provided as part of the cable or
14 video provider's basic offering.

15 (g) After the cable or video providers have offered
16 service for one year, the cable or video providers shall make
17 an annual report to the Commission, to the local unit of
18 government, and to the Attorney General that it is meeting the
19 standards specified in this Article, identifying the number of
20 complaints it received over the prior year in the State and
21 specifying the number of complaints related to each of the
22 following: (1) billing, charges, refunds, and credits; (2)
23 installation or termination of service; (3) quality of service
24 and repair; (4) programming; and (5) miscellaneous complaints
25 that do not fall within these categories.

26 (h) To the extent consistent with federal law, cable or

1 video providers shall offer the lowest-cost basic cable or
2 video service as a stand-alone service to residential
3 customers at reasonable rates. Cable or video providers shall
4 not require the subscription to any service other than the
5 lowest-cost basic service or to any telecommunications or
6 information service, as a condition of access to cable or
7 video service, including programming offered on a per channel
8 or per program basis. Cable or video providers shall not
9 discriminate between subscribers to the lowest-cost basic
10 service, subscribers to other cable services or video
11 services, and other subscribers with regard to the rates
12 charged for cable or video programming offered on a per
13 channel or per program basis.

14 (i) To the extent consistent with federal law, cable or
15 video providers shall ensure that charges for changes in the
16 subscriber's selection of services or equipment shall be based
17 on the cost of such change and shall not exceed nominal amounts
18 when the system's configuration permits changes in service
19 tier selection to be effected solely by coded entry on a
20 computer terminal or by other similarly simple method.

21 (j) To the extent consistent with federal law, cable or
22 video providers shall have a rate structure for the provision
23 of cable or video service that is uniform throughout the area
24 within the boundaries of the local unit of government. This
25 subsection (j) is not intended to prohibit bulk discounts to
26 multiple dwelling units or to prohibit reasonable discounts to

1 senior citizens or other economically disadvantaged groups.

2 (k) To the extent consistent with federal law, cable or
3 video providers shall not charge a subscriber for any service
4 or equipment that the subscriber has not affirmatively
5 requested or affirmatively agreed to by name. For purposes of
6 this subsection (k), a subscriber's failure to refuse a cable
7 or video provider's proposal to provide service or equipment
8 shall not be deemed to be an affirmative request for such
9 service or equipment.

10 (l) No contract or service agreement containing an early
11 termination clause offering residential cable or video
12 services or any bundle including such services shall be for a
13 term longer than 2 years. Any contract or service offering
14 with a term of service that contains an early termination fee
15 shall limit the early termination fee to not more than the
16 value of any additional goods or services provided with the
17 cable or video services, the amount of the discount reflected
18 in the price for cable services or video services for the
19 period during which the consumer benefited from the discount,
20 or a declining fee based on the remainder of the contract term.

21 (m) Cable or video providers shall not discriminate in the
22 provision of services for the hearing and visually impaired,
23 and shall comply with the accessibility requirements of 47
24 U.S.C. 613. Cable or video providers shall deliver and pick-up
25 or provide customers with pre-paid shipping and packaging for
26 the return of converters and other necessary equipment at the

1 home of customers with disabilities. Cable or video providers
2 shall provide free use of a converter or remote control unit to
3 mobility impaired customers.

4 (n) (1) To the extent consistent with federal law, cable or
5 video providers shall comply with the provisions of 47 U.S.C.
6 532(h) and (j). The cable or video providers shall not
7 exercise any editorial control over any video programming
8 provided pursuant to this Section, or in any other way
9 consider the content of such programming, except that a cable
10 or video provider may refuse to transmit any leased access
11 program or portion of a leased access program that contains
12 obscenity, indecency, or nudity and may consider such content
13 to the minimum extent necessary to establish a reasonable
14 price for the commercial use of designated channel capacity by
15 an unaffiliated person. This subsection (n) shall permit cable
16 or video providers to enforce prospectively a written and
17 published policy of prohibiting programming that the cable or
18 video provider reasonably believes describes or depicts sexual
19 or excretory activities or organs in a patently offensive
20 manner as measured by contemporary community standards.

21 (2) Upon customer request, the cable or video provider
22 shall, without charge, fully scramble or otherwise fully
23 block the audio and video programming of each channel
24 carrying such programming so that a person who is not a
25 subscriber does not receive the channel or programming.

26 (3) In providing sexually explicit adult programming

1 or other programming that is indecent on any channel of
2 its service primarily dedicated to sexually oriented
3 programming, the cable or video provider shall fully
4 scramble or otherwise fully block the video and audio
5 portion of such channel so that a person who is not a
6 subscriber to such channel or programming does not receive
7 it.

8 (4) Scramble means to rearrange the content of the
9 signal of the programming so that the programming cannot
10 be viewed or heard in an understandable manner.

11 (o) Cable or video providers will maintain a listing,
12 specific to the level of street address, of the areas where its
13 cable or video services are available. Customers who inquire
14 about purchasing cable or video service shall be informed
15 about whether the cable or video provider's cable or video
16 services are currently available to them at their specific
17 location.

18 (p) Cable or video providers shall not disclose the name,
19 address, telephone number or other personally identifying
20 information of a cable service or video service customer to be
21 used in mailing lists or to be used for other commercial
22 purposes not reasonably related to the conduct of its business
23 unless the cable or video provider has provided to the
24 customer a notice, separately or included in any other
25 customer service notice, that clearly and conspicuously
26 describes the customer's ability to prohibit the disclosure.

1 Cable or video providers shall provide an address and
2 telephone number for a customer to use without a toll charge to
3 prevent disclosure of the customer's name and address in
4 mailing lists or for other commercial purposes not reasonably
5 related to the conduct of its business to other businesses or
6 affiliates of the cable or video provider. Cable or video
7 providers shall comply with the consumer privacy requirements
8 of Section 26-4.5 of the Criminal Code of 2012, the Restricted
9 Call Registry Act, and 47 U.S.C. 551 that are in effect as of
10 June 30, 2007 (the effective date of Public Act 95-9) and as
11 amended thereafter.

12 (q) Cable or video providers shall implement an informal
13 process for handling inquiries from local units of government
14 and customers concerning billing issues, service issues,
15 privacy concerns, and other consumer complaints. In the event
16 that an issue is not resolved through this informal process, a
17 local unit of government or the customer may request
18 nonbinding mediation with the cable or video provider, with
19 each party to bear its own costs of such mediation. Selection
20 of the mediator will be by mutual agreement, and preference
21 will be given to mediation services that do not charge the
22 consumer for their services. In the event that the informal
23 process does not produce a satisfactory result to the customer
24 or the local unit of government, enforcement may be pursued as
25 provided in subdivision (4) of subsection (r) of this Section.

26 (r) The Attorney General and the local unit of government

1 may enforce all of the customer service and privacy protection
2 standards of this Section with respect to complaints received
3 from residents within the local unit of government's
4 jurisdiction, but it may not adopt or seek to enforce any
5 additional or different customer service or performance
6 standards under any other authority or provision of law.

7 (1) The local unit of government may, by ordinance,
8 provide a schedule of penalties for any material breach of
9 this Section by cable or video providers in addition to
10 the penalties provided herein. No monetary penalties shall
11 be assessed for a material breach if it is out of the
12 reasonable control of the cable or video providers or its
13 affiliate. Monetary penalties adopted in an ordinance
14 pursuant to this Section shall apply on a competitively
15 neutral basis to all providers of cable service or video
16 service within the local unit of government's
17 jurisdiction. In no event shall the penalties imposed
18 under this subsection (r) exceed \$750 for each day of the
19 material breach, and these penalties shall not exceed
20 \$25,000 for each occurrence of a material breach per
21 customer.

22 (2) For purposes of this Section, "material breach"
23 means any substantial failure of a cable or video service
24 provider to comply with service quality and other
25 standards specified in any provision of this Act. The
26 Attorney General or the local unit of government shall

1 give the cable or video provider written notice of any
2 alleged material breaches of this Act and allow such
3 provider at least 30 days from receipt of the notice to
4 remedy the specified material breach.

5 (3) A material breach, for the purposes of assessing
6 penalties, shall be deemed to have occurred for each day
7 that a material breach has not been remedied by the cable
8 service or video service provider after the expiration of
9 the period specified in subdivision (2) of this subsection
10 (r) in each local unit of government's jurisdiction,
11 irrespective of the number of customers affected.

12 (4) Any customer, the Attorney General, or a local
13 unit of government may pursue alleged violations of this
14 Act by the cable or video provider in a court of competent
15 jurisdiction. A cable or video provider may seek judicial
16 review of a decision of a local unit of government
17 imposing penalties in a court of competent jurisdiction.
18 No local unit of government shall be subject to suit for
19 damages or other relief based upon its action in
20 connection with its enforcement or review of any of the
21 terms, conditions, and rights contained in this Act except
22 a court may require the return of any penalty it finds was
23 not properly assessed or imposed.

24 (s) Cable or video providers shall credit customers for
25 violations in the amounts stated herein. The credits shall be
26 applied on the statement issued to the customer for the next

1 monthly billing cycle following the violation or following the
2 discovery of the violation. Cable or video providers are
3 responsible for providing the credits described herein and the
4 customer is under no obligation to request the credit. If the
5 customer is no longer taking service from the cable or video
6 provider, the credit amount will be refunded to the customer
7 by check within 30 days of the termination of service. A local
8 unit of government may, by ordinance, adopt a schedule of
9 credits payable directly to customers for breach of the
10 customer service standards and obligations contained in this
11 Article, provided the schedule of customer credits applies on
12 a competitively neutral basis to all providers of cable
13 service or video service in the local unit of government's
14 jurisdiction and the credits are not greater than the credits
15 provided in this Section.

16 (1) Failure to keep an appointment or to notify the
17 customer prior to the close of business on the business
18 day prior to the scheduled appointment: \$25.00.

19 (2) Violation of customer service and billing
20 standards in subsections (c) and (d) of this Section:
21 \$25.00 per occurrence.

22 (3) Violation of the bundling rules in subsection (h)
23 of this Section: \$25.00 per month.

24 (t) The enforcement powers granted to the Attorney General
25 in Article XXI of this Act shall apply to this Article, except
26 that the Attorney General may not seek penalties for violation

1 of this Article other than in the amounts specified herein.
2 Nothing in this Section shall limit or affect the powers of the
3 Attorney General to enforce the provisions of Article XXI of
4 this Act or the Consumer Fraud and Deceptive Business
5 Practices Act.

6 (u) This Article applies to all cable and video providers
7 in the State, including but not limited to those operating
8 under a local franchise as that term is used in 47 U.S.C.
9 522(9), those operating under authorization pursuant to
10 Section 11-42-11 of the Illinois Municipal Code, those
11 operating under authorization pursuant to Section 5-1095 of
12 the Counties Code, and those operating under a State-issued
13 authorization pursuant to Article XXI of this Act.

14 (Source: P.A. 97-1108, eff. 1-1-13; 97-1150, eff. 1-25-13;
15 98-45, eff. 6-28-13.)

16 (220 ILCS 5/22-504 new)

17 Sec. 22-504. Volume of commercial advertisements.

18 (a) On and after July 1, 2027, a video streaming service
19 that serves consumers residing in the State shall not transmit
20 the audio of commercial advertisements louder than the video
21 content the advertisements accompany, consistent with the
22 regulations adopted by the Federal Communications Commission
23 pursuant to the Commercial Advertisement Loudness Mitigation
24 (CALM) Act (Public Law 111-311) for television broadcast
25 stations, cable operators, and other video programming

1 distributors.

2 (b) This Section does not create a private right of

3 action.