



104TH GENERAL ASSEMBLY

State of Illinois

2025 and 2026

SB3240

Introduced 2/2/2026, by Sen. Sue Rezin

SYNOPSIS AS INTRODUCED:

815 ILCS 505/2MMMM new

Amends the Consumer Fraud and Deceptive Business Practices Act. Provides that it is an unlawful practice 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 for customers to notify the company of any harmful content that the customer believes is illegal or violates the high-impact social media company's terms of service. Provides that the customer support service must timely 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. Provides that the Attorney General may bring an action against a high-impact social media company that does not comply with these provisions. Provides that any company that violates these provisions shall be fined \$1,000 per day per violation. Provides that fines collected under these provisions shall be deposited into a fund to support mental health awareness in Illinois. Effective January 1, 2027.

LRB104 18750 SPS 32193 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 2MMMM as follows:

6 (815 ILCS 505/2MMMM new)

7 Sec. 2MMMM. 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 "High-impact social media company" does not include any
18 online product or service that:

19 (1) exclusively provides electronic mail or direct
20 messaging services; or

21 (2) primarily consists of news, sports, entertainment,
22 interactive video games, electronic commerce, or content
23 that is preselected by the provider for which any chat,

1 comments, or interactive functionality is incidental to,
2 directly related to, or dependent on the provision of that
3 content.

4 (b) It is an unlawful practice within the meaning of this
5 Act for a high-impact social media company in this State to
6 fail to make available to its customers, at no cost, a customer
7 support service for customers to notify the company of any
8 harmful content that the customer believes is illegal or
9 violates the high-impact social media company's terms of
10 service. The customer support service must timely respond to
11 customers within one business day after a customer initially
12 contacts the company. The customer support service must take
13 active steps to resolve the customer's issue or complaint and
14 communicate the steps taken to resolve the issue or complaint
15 with the customer by mail, telephone, or email, as requested
16 by the customer, within 3 business days after a customer
17 initially contacts the company. The customer support service
18 shall communicate with the customer at least once every 3
19 business days until the issue has been resolved or until the
20 issue has been determined to be unsolvable.

21 (c) The Attorney General may bring an action against a
22 high-impact social media company that does not comply with
23 this Section. Any company that violates this Section shall be
24 fined \$1,000 per day per violation. Fines collected under this
25 Section shall be deposited into a fund to support mental
26 health awareness in Illinois.

1 Section 99. Effective date. This Act takes effect January
2 1, 2027.