92_HB0570 LRB9203183ARsb

- 1 AN ACT regarding telemarketing.
- 2 Be it enacted by the People of the State of Illinois,
- 3 represented in the General Assembly:
- 4 Section 1. Short title. This Act may be cited as the
- 5 Telemarketing Registration and Fraud Prevention Act.
- 6 Section 5. Definitions. As used in this Act, unless the
- 7 context otherwise requires:
- 8 "Emergency telephone number" means any telephone number
- 9 that accesses or calls a fire department, law enforcement
- 10 agency, ambulance, hospital, medical center, poison control
- 11 center, rape crisis center, suicide prevention center, rescue
- 12 service, or the 911 emergency access number provided by law
- 13 enforcement agencies and police departments.
- 14 "Investment opportunity" means anything tangible or
- intangible, that is offered for sale, sold, or traded based
- 16 wholly or in part on representations, either express or
- implied, about past, present, or future income, profit, or
- 18 appreciation.
- 19 "Person" includes any individual, group of individuals,
- 20 firm, association, corporation, partnership, joint venture,
- 21 sole proprietorship, or any other business entity.
- 22 "Prize" means anything offered or purportedly offered and
- given or purportedly given to a person by chance.
- 24 "Prize promotion" means a sweepstakes or other game of
- 25 chance or an oral or written, express or implied
- 26 representation that a person has won, has been selected to
- 27 receive, or is eligible to receive a prize or purported
- 28 prize.
- 29 "Seller" means any person who, in connection with a
- 30 telemarketing transaction, provides, offers to provide, or
- 31 arranges for others to provide goods or services to the

1 customer in exchange for consideration.

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- 2 "Solicitation" means a written or oral notification or 3 advertisement that meets any one of the following terms:
- 4 (1) The notification or advertisement is 5 transmitted by or on behalf of the seller and by any 6 printed, audio, video, cinematic, telephone, or 7 electronic means.
- 8 (2) In the case of a notification or advertisement 9 other than by telephone, either of the following 10 conditions is met:
 - (A) The notification or advertisement is followed by a telephone call from a telemarketer; or
- 13 (B) The notification or advertisement invites
 14 a response by telephone, and through that response,
 15 a telemarketer attempts to make a sale of goods or
 16 services.

"Telemarketer" means any person who, in connection with 17 telemarketing, initiates telephone calls to or receives 18 19 telephone calls from a person in this State. "Telemarketer" also means any person located within this State who, in 20 connection with telemarketing, 21 initiates or receives 22 telephone calls. "Telemarketer" includes, but is not limited 23 to, any person who is an owner, operator, officer, director, or partner to the management activities of a business. 24

"Telemarketing" means a plan, program, or campaign which
is conducted to induce the purchase of goods or services by
use of one or more telephones and which involves more than
one telephone call. "Telemarketing" may also include the
notification of a prize award. "Telemarketing" does not
include political fundraising.

31 Section 10. Exemptions. For purposes of registration 32 and bonding under Sections 15 and 20, "telemarketer" does not 33 include any of the following:

- 1 (1) Any securities, commodities, or investment brokers,
- dealers, or investment advisers or associates of securities,
- 3 commodities, or investment brokers, dealers, or investment
- 4 advisers subject to license or registration by the Securities
- 5 and Exchange Commission, the National Association of
- 6 Securities Dealers, or any other self regulatory organization
- 7 as defined by 15 U.S.C. 781, or by an agency of this State or
- 8 any other state, who are soliciting within the scope of their
- 9 license or registration.
- 10 (2) A person engaged in solicitation for a religious,
- 11 charitable, political, educational, or other noncommercial
- 12 purpose; a person soliciting for a domestic or foreign
- 13 nonprofit corporation that is registered with the Illinois
- 14 Secretary of State; or the Illinois Attorney General's Office
- 15 under the Charitable Trust Act.
- 16 (3) A business making a sale to another business.
- 17 (4) A person that solicits sales by periodically
- 18 publishing and delivering a catalog of the person's
- merchandise to prospective purchasers, if the catalog:
- 20 (A) Contains a written description or illustration
- of each item offered for sale; and
- 22 (B) Includes the business or home address of the
- 23 person soliciting the sale.
- 24 (5) A person who solicits contracts for maintenance or
- 25 repair of goods previously purchased from that person or from
- the person on whose behalf the solicitation is made.
- 27 (6) A person soliciting a transaction regulated by the
- 28 Commodity Futures Trading Commission if the person is
- 29 registered or temporarily licensed with the Commodity Futures
- 30 Trading Commission under the Commodity Exchange Act (7 U.S.C.
- 31 1 et seq.), and the person's registration or license is not
- 32 expired, suspended, or revoked.
- 33 (7) A supervised financial organization or parent,
- 34 subsidiary, or affiliate of a supervised financial

- 1 organization, or a licensee under the Consumer Installment
- 2 Loan Act.
- 3 (8) A person licensed as an insurance producer under
- 4 Article XXXI of the Illinois Insurance Code.
- 5 (9) An insurance company licensed under the Illinois
- 6 Insurance Code.
- 7 (10) A person soliciting the sale of services provided
- 8 by a satellite or cable television system authorized by the
- 9 federal government or this State to provide services in this
- 10 State.
- 11 (11) A telecommunications carrier or its subsidiary or
- 12 agent, or other business, regulated by the Illinois Commerce
- 13 Commission under Article XIII of the Public Utilities Act,
- 14 including but not limited to a telecommunications carrier as
- defined at Section 13-202 of the Public Utilities Act; a
- 16 federally licensed cellular telephone service partner or its
- 17 agents; or a radio telecommunication service provider.
- 18 (12) A person soliciting business from consumers that
- 19 have an existing business relationship with or have
- 20 previously purchased from the business enterprise for which
- 21 the person is soliciting.
- 22 (13) A person operating a retail business establishment
- 23 under the same name as that used in the solicitation:
- 24 (A) Whose goods or services are displayed and
- offered for sale at the business establishment; and
- 26 (B) A majority of whose business involves the
- consumer obtaining the goods or services at the business
- 28 establishment.
- 29 (14) A person soliciting for the sale of a magazine or
- 30 newspaper of general circulation.
- 31 (15) An issuer or a subsidiary of an issuer that is
- 32 authorized to offer securities for sale in this State.
- 33 (16) A seller who offers:
- 34 (A) A book, video, record, multimedia club offer,

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- contractual plan, or arrangement along with which the seller provides the consumer with a form the consumer may use to instruct the seller not to ship the offered merchandise;
 - (B) A book, video, record, multimedia club offer, contractual plan, or arrangement that is regulated by Part 425 of the Federal Trade Commission regulation concerning the use of negative option plans by sellers in commerce (16 CFR 425); or
- (C) Books, records, videos, multimedia products, or 10 11 other goods for sale that are not covered by subdivisions (A) or (B) of this item (16), including continuity plans, 12 13 subscription arrangements, standing order arrangements, single sales, supplements, or series arrangements under 14 15 which the seller periodically ships merchandise to a 16 consumer who has consented in advance to receive the merchandise on a periodic basis. 17
- 18 (17) A real estate salesperson or broker licensed by 19 this State.
- 20 (18) Any person that has provided telemarketing sales
 21 services under the same business name as, and derives at
 22 least 50% of gross telemarketing sales revenues from
 23 contracts with, persons exempted under this Section from
 24 registration requirements.
- 25 (19) A person soliciting the sale of food or food 26 products if the solicitation is not intended to and does not 27 result in a sale in excess of \$100 to a single address.
- 28 (20) A public utility or its subsidiary, affiliate, or 29 agent, or other business regulated by the Illinois Commerce 30 Commission under the Public Utilities Act.
- 31 Section 15. Registration of telemarketers.
- 32 (a) No person shall act as a seller or telemarketer 33 without first having registered with the Attorney General.

- 1 The initial application for registration shall be made at
- 2 least 60 days prior to offering consumer goods or services
- 3 and an application for renewal shall be made on an annual
- 4 basis thereafter.
- 5 (b) The Attorney General's Office shall charge
- 6 reasonable application and renewal fees for administration of
- 7 the registration requirements pursuant to this Section. All
- 8 fees collected under this Section shall be deposited in the
- 9 State Treasury in the special fund known as the
- 10 Telemarketing Fraud Enforcement Fund and shall be used only
- 11 for the purposes described in Section 75. The certificate of
- 12 registration or registration renewal shall expire one year
- 13 after the date on which it is issued. The application and
- 14 renewal fees and process shall be established through the
- 15 promulgation of a rule pursuant to the Illinois
- 16 Administrative Procedure Act.
- 17 (c) The application for a certificate of registration
- 18 or renewal shall include, but not be limited to, the
- 19 following information:
- 20 (1) The true name, date of birth, driver's license
- 21 number, social security number or tax identification
- 22 number, business address, and home address of the
- 23 applicant (post office boxes or commercial mail receiving
- 24 agencies are not permitted), including each name under
- 25 which the applicant intends to engage in telephone
- 26 solicitations.
- 27 (2) Each business or occupation engaged in by the
- 28 applicant during the 2 years immediately preceding the
- 29 date of the application, and the location of each such
- 30 business or occupation.
- 31 (3) Whether, in a court of competent jurisdiction
- in this State, any other state, or the United States, any
- principal or manager has been convicted of, has pleaded
- 34 guilty to, has entered a plea of no contest for, or is

being prosecuted by indictment or information for racketeering, any violation of state or federal securities law, or a theft offense.

- entered against the applicant an injunction, a temporary restraining order, or a final judgment or order, including an agreed judgment or order, an assurance of voluntary compliance, or any similar instrument, in any civil or administrative action involving fraud, theft, racketeering, embezzlement, fraudulent conversion, misappropriation of property, or any consumer protection law or telemarketing law, or if there is any pending litigation against the applicant involving these matters.
- (5) Whether, in any jurisdiction, the applicant has been arrested for, has been convicted of, has pleaded guilty to, has entered a plea of no contest to, or is being prosecuted by indictment or information for a felony and, if so, the nature of the felony.
- (6) Whether in a court of competent jurisdiction of this State, any other state, or the United States, the applicant has been convicted of, has pleaded guilty to, has entered a plea of no contest for, or is being prosecuted by indictment or information for engaging in a pattern of corrupt activity, racketeering, a violation of federal or state securities law, or a theft offense as defined in Section 16-1 of the Criminal Code of 1961 or in similar law of any other state or the United States.
- (7) Whether the applicant, at any time during the previous 7 years, has filed for bankruptcy, been adjudged bankrupt, or been reorganized because of insolvency.
- (8) The true name, current home address, date of birth, social security number, and all others by which known or previously known, of each of the following:
 - (A) Each principal officer, director, owner,

1	or	partner	of	the	applicant,	and	each	other	person
2	part	cicipating	g in	n or	responsible	e for	the	e mana	agement
3	of t	he applic	cant	:'s }	ousiness.				

- (B) Each office manager or other person principally responsible for each location from which the applicant will do business.
- (9) The name and address of every institution where banking or any other monetary transactions are done by the seller.
- 10 (10) A copy of all scripts, outlines, or 11 presentation material the applicant will require or 12 suggest be used by a salesperson when soliciting as well 13 as all sales information to be provided by the applicant 14 to a purchaser in connection with any solicitation.
- 15 Section 20. Surety bond.

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- (a) No person shall act as a telemarketer without having first obtained a surety bond issued by a surety company that holds a certificate of authority to do business in this State issued by the Department of Insurance under the Illinois Insurance Code. With regard to the surety bond, the following conditions must be met before a person may act as a telemarketer:
 - (1) A copy of the bond must be filed with the Attorney General.
 - (2) The bond must be in favor of any person, and of the State for the benefit of any person, that is injured by violation of this Act or a rule adopted under this Act pursuant to the Illinois Administrative Procedure Act.
 - (3) The bond must be in the amount of \$100,000.
 - (4) The bond must be maintained and in effect for at least 2 years after the date on which the telemarketer ceases to engage in telephone solicitations.
- 33 (b) Any person making a claim against the bond for

- 1 violation of any provision of this Act or rule adopted under
- 2 this Act may maintain a civil action against the telemarketer
- 3 and the surety company. The surety company is liable only
- 4 for damages awarded under Section 70 and is not liable for
- 5 attorney's fees awarded under Section 70. The aggregate
- 6 liability of the surety company to all persons injured by a
- 7 telemarketer's violation of this Act shall not exceed the
- 8 amount of the bond.
- 9 (c) The registration of any telemarketer shall be void
- 10 upon termination of the bond of the surety company or loss of
- 11 the bond unless, prior to such termination, a new bond has
- 12 been filed with the Attorney General's Office. The surety,
- 13 for any cause, may cancel the bond upon giving a 60 day
- 14 written notice to the telemarketer and to the Attorney
- 15 General. Unless the bond is replaced by that of another
- 16 surety before the expiration of the 60 day notice of
- 17 cancellation, the registration of the telemarketer shall be
- 18 treated as lapsed. For 2 years after the cancellation takes
- 19 effect, a person may make a claim against the bond for a
- violation that occurred while the bond was in effect.
- 21 (d) Any person required under this Act to file a bond
- 22 with a registration application may file, in lieu of the
- bond, a certificate of deposit, in cash or government bond,
- 24 in the amount of \$100,000.
- 25 (e) The Attorney General shall hold the cash,
- 26 certificate of deposit, or government bond for 2 years from
- 27 the period the telemarketing business ceases to operate or
- 28 registration lapses in order to pay out claims made against
- 29 the telemarketing business during its period of operation.
- 30 Section 25. Record keeping requirements.
- 31 (a) Any telemarketer shall keep, for a period of 24
- 32 months from the date the record is produced, the following
- 33 records:

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1	(1)	All	subst	antially	different	advertisements,
2	brochures	, and	other	promotiona	al material	s.

- (2) The name and last known address of each prize recipient and the prize awarded for prizes that are represented to have a value of \$25 or more.
- (3) The name and last known address of each consumer, the goods or services purchased, the date such goods or services were shipped or provided, and the amount paid by the consumer for the goods or services.
- (4) The name, last known home address, telephone number, and job title for all current and former employees directly involved in telephone sales.
- 13 (5) All written confirmations required to be 14 provided or received under this Act.
- 15 (b) In the event of any dissolution or termination of 16 the telemarketer's business, the principal of that 17 telemarketer shall maintain all records as required under 18 this Section. In the event of any sale, assignment, or other 19 change in ownership of the seller's business, the purchaser 20 shall maintain all records required under this Section.
- 21 Section 30. Mandatory disclosures.
- 22 (a) The telemarketer shall disclose promptly and in a 23 clear and conspicuous manner to a consumer during a telephone 24 solicitation:
 - (1) The identity of the seller.
- 26 (2) That the purpose of the call is to sell goods 27 or services.
- 28 (3) The nature of the goods or services.
- 29 (b) Before a consumer pays for the goods or services 30 offered for sale or provides any financial or payment 31 information to a telemarketer, the telemarketer shall 32 disclose, clearly and conspicuously, the following material 33 information:

1	(1) The total cost to purchase, receive, or use the
2	consumer goods or services that are the subject of the
3	telemarketing communication.
4	(2) The quantity of the consumer goods or services
5	that are the subject of the telemarketing solicitation.
6	(3) All material restrictions, limitations, or
7	conditions to purchase, receive, or use the consumer
8	goods or services that are the subject of the
9	telemarketing solicitation.
10	(4) All material aspects of the nature or terms of
11	the telemarketer's refund, cancellation, exchange, or
12	repurchase policies.
13	(5) In any prize promotion:
14	(A) A statement of all material conditions to
15	receive or redeem the prize.
16	(B) The odds of receiving a prize, and if the
17	odds are not calculable in advance, the factors and
18	methods used in calculating the odds.
19	(C) A clear statement that the consumer is not
20	required to make any purchase to win a prize or
21	participate in the prize promotion, including a
22	statement that the consumer is not required to pay
23	any shipping or handling costs.
24	(D) A clear explanation of the
25	no-purchase/no-payment method of participating in
26	the prize promotion.
27	Section 35. Do not call list. It is an unlawful act or
28	practice and violation of this Act for any telemarketer to
29	initiate a telephone solicitation to a consumer who
30	previously has requested the telemarketer to refrain from
31	calling the consumer. Compliance with Section 310.4(b) of
32	the Federal Trade Commission's Telemarketing Sales Rule shall

33 constitute compliance with this Section.

- Section 40. Written confirmation. 1
- 2 (a) Except as provided in subsection (c), (d), and (e),
- the telemarketer shall furnish the consumer, in the same 3
- 4 language as that principally used in the sales presentation,
- a written confirmation. 5
- (b) The written confirmation furnished under subsection 6
- 7 (a) shall be mailed using first class mail, postage prepaid,
- later than 10 days after the telemarketing sale. The 8
- 9 written confirmation shall be in 12 point type; shall be a
- separate document for the purpose of confirming the 10
- 11 telemarketing sale; and shall contain the following
- information: 12

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- (1) The name and address of the seller. 13
- The total costs to purchase, receive, or use, 14
- 15 and the quantity of, any goods or services that are the
- 16 subject of the sale.
- material restrictions, limitations, 17 (3) All or
- conditions to purchase, receive, or use the goods or 18
- services that are the subject of the sale. 19
- (4) If the seller has a policy of not making 20
- 21 refunds, cancellations, exchanges, or repurchases, a
- 22 statement informing the customer that this is
- a representation about a refund, cancellation, exchange,

seller's policy; or, if the seller or telemarketer makes

- 25 or repurchase policy, a statement of all material terms
- and conditions of the policy. 26
- (5) A toll-free number to call should the consumer 27
- wish to cancel the telemarketing sale. 28
- A written confirmation is not required if 29
- 30 telemarketing sale is regulated by other laws of the State.
- A sale is not subject to the requirements of this 31
- Section if the seller, at a minimum, has a policy of: 32
- 33 (1) accepting returns or cancelling services in
- 34 connection with the return of unused and undamaged goods

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or cancelled services for a period of not less than 7
days after the date of delivery to the consumer and
providing a cash refund for a cash purchase or issuing a
credit for a credit purchase applied to the account that
was debited;

- (2) disclosing the seller's refund and return policy to the consumer by telephone or in writing included with advertising or promotional material, or with the delivery of the goods or services; and
- (3) restoring payments or issuing credits pursuant to subdivision (d)(1), within 30 days after the date on which the seller receives the returned goods or notice of cancellation of services. A seller who discloses in writing that a sale is subject to "satisfaction guaranteed", "free inspection", "a no risk guarantee", or similar words or phrases shall be considered to have met the review and return for refund policy requirements of this subsection.
- 19 (e) A written confirmation is not required if the 20 telemarketing sale results in a written contract signed by 21 the consumer.
- Section 45. Acts and practices not covered under this
 Act. The following acts and practices are not covered under
 this Act:
- 25 (1) Telephone calls in which the sale of goods or 26 services is not completed, and payment or authorization of 27 payment is not required, until after a face-to-face 28 presentation by the seller.
- 29 (2) Telephone calls initiated by a consumer that are not 30 the result of any telephone solicitation by a telemarketer.
- 31 (3) Telephone calls made by an autodialer as defined in 32 the Automatic Telephone Dialers Act.
- 33 (4) Telephone calls initiated by a consumer in response

- 1 to a direct mail solicitation that clearly, conspicuously,
- 2 and truthfully discloses all material information listed in
- 3 subsection (b) of Section 30 for any item offered in the
- 4 direct mail solicitation; provided, however, that this
- 5 exemption does not apply to calls initiated by a consumer in
- 6 response to a direct mail solicitation relating to prize
- 7 promotions, investment opportunities, goods or services
- 8 described in subdivisions (a)(9) and (a)(12) of Section 50,
- 9 or direct mail solicitations that guarantee or represent a
- 10 high likelihood of success in obtaining or arranging for
- 11 extensions of credit, if payment of a fee is required in
- 12 advance of obtaining the extension of credit.
- 13 (5) Telephone calls initiated by a consumer in response
- 14 to an advertisement through any media, other than direct mail
- 15 solicitations; provided however, that this exemption does not
- 16 apply to calls initiated by a consumer in response to an
- 17 advertisement relating to investment opportunities, goods, or
- 18 services described in subdivisions (a)(9) and (a)(12) of
- 19 Section 50, or advertisements that guarantee or represent a
- 20 high likelihood of success in obtaining or arranging for
- 21 extensions of credit, if payment of a fee is required in
- 22 advance of obtaining the extension of credit.
- 23 (6) Telephone calls made by a collection agency
- 24 registered with the Department of Professional Regulation
- 25 under the Illinois Collection Agency Act.
- 26 (7) Telephone calls related to the personal service
- 27 relationship between a retail business establishment and a
- 28 consumer who has had or has a business relationship with that
- 29 retailer.
- 30 Section 50. Unlawful acts or practices.
- 31 (a) It is an unlawful act or practice and a violation of
- 32 this Act for any telemarketer to engage in the following
- 33 conduct:

_	(1) 10 obtain a certificate of registration of
2	registration renewal through any false or fraudulent
3	representation or make any material misrepresentation in
4	any registration or registration renewal application.
5	(2) To fail to maintain a valid certificate of
6	registration or registration renewal.
7	(3) To provide inaccurate or incomplete information
8	to the Attorney General when making an application for a
9	certificate of registration or registration renewal.
10	(4) To misrepresent that a person is registered or
11	that a person has a valid certificate number.
12	(5) To misrepresent, directly or by implication,
13	any of the following information:
14	(A) The total cost to purchase, receive, or
15	use, and the quantity of, any goods or services that
16	are the subject of a solicitation.
17	(B) A material restriction, limitation, or
18	condition to purchase, receive, or use goods or
19	services that are the subject of a solicitation.
20	(C) A material aspect of the performance,
21	efficacy, nature, or characteristics of goods or
22	services that are the subject of a solicitation.
23	(D) A material aspect of the nature or terms
24	of the seller's refund, cancellation, exchange, or
25	repurchase policies.
26	(E) A material aspect of a prize promotion,
27	including, but not limited to, the odds of being
28	able to receive a prize, the nature of a prize, the
29	actual number of each prize to be awarded or given,
30	or that a purchase or payment of any kind is
31	required to win a prize or participate in a prize
32	promotion.
33	(F) A material aspect of an investment

opportunity, including, but not limited to, risk,

1	liquidity, earnings potential, or profitability.
2	(G) The telemarketer's affiliation with on
3	endorsement by any government or third-party
4	organization.
5	(6) To make a false or misleading statement to
6	induce a consumer to pay for goods or services.
7	(7) To fail to notify the Attorney General within
8	15 days if, in a court of competent jurisdiction of this
9	State or any other state or the United States, the
10	telemarketer is convicted of, pleads guilty to, or enters
11	a plea of no contest for a felony, engaging in a pattern
12	of corrupt activity, racketeering, a violation of federal
13	or state securities law, or a theft offense.
14	(8) To advertise or represent that registration as
15	a telemarketer is an endorsement or approval by the State
16	or any governmental agency of the State.
17	(9) To request or receive payment of any fee or
18	consideration for goods or services represented to remove
19	derogatory information from or improve a person's credit
20	history, credit record, or credit rating until:
21	(A) The time frame in which the telemarketer
22	has represented all of the goods or services will be
23	provided to that person has expired; and
24	(B) The telemarketer has provided the person
25	with documentation in the form of a consumer report
26	from a consumer reporting agency demonstrating that
27	the promised results have been achieved, such report
28	having been issued more than 6 months after the
29	results were achieved.
30	(10) Obtain or submit for payment a check, draft
31	or other form of negotiable paper drawn on a person's
32	checking, savings, bond, or other account without the
33	consumer's express written authorization

(11) To procure the services of any professional

1	delivery, courier, or other pick-up service to obtain
2	immediate receipt and possession of a consumer's payment
3	unless:
4	(A) Such service is requested by the consumer;
5	and
6	(B) The consumer is actually afforded an
7	opportunity to inspect the goods or services prior
8	to payment.
9	(12) To request or receive payment in advance from
10	a consumer to recover or otherwise aid in the return of
11	money or any other item lost by the consumer in a prior
12	telemarketing transaction.
13	(13) To misrepresent the requirements of this
14	Section.
15	(14) To assist, support, or provide substantial
16	assistance to any telemarketer when the seller knows or
17	should know that the telemarketer is engaged in any act
18	or practice which violates this Section or Section 30.
19	(15) To make or cause to be made a telephone call
20	to any emergency telephone number.
21	(16) To request or receive payment of any fee or
22	consideration in advance of obtaining a loan or other
23	extension of credit when the seller or telemarketer has
24	guaranteed or represented a high likelihood of success in
25	obtaining or arranging a loan or other extension of
26	credit for a consumer.
27	Section 55. Abusive acts and practices unlawful under
28	this Act. It is an abusive telemarketing act or practice and
29	a violation of this Act for any telemarketer to engage in the

33 (2) Engage any person repeatedly or continuously

(1) Threaten, intimidate, or use profane or obscene

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following conduct:

language.

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with behavior a reasonable person would deem to be annoying, abusive, or harassing.

- (3) Initiate an outbound telephone call to a person when that person previously has stated that he or she does not wish to receive an outbound telephone call made on behalf of the telemarketer whose goods or services are being offered in compliance with Section 35.
- 8 (4) Engage in telemarketing to a person's residence 9 at any time other than between 8 a.m. and 9 p.m. local 10 time, Monday through Sunday, at the called person's 11 location.
- Section 60. Enforcement by Attorney General. Violation of any of the provisions of this Act is an unlawful practice under the Consumer Fraud and Deceptive Business Practices Act. All remedies, penalties, and authority granted to the Attorney General by that Act shall be available to the Attorney General for the enforcement of this Act.
- Section 65. Criminal penalties. A knowing violation of Section 15, 20, 25, 30, 35, 40, 50, or 55 is a Class A misdemeanor for which, upon conviction, the court shall impose a minimum fine of \$500 for each violation.
- 22 Section 70. Private right of action.
- 23 (a) Any person who suffers actual damages as a result of 24 a violation of this Act committed by any other person may 25 bring an action against that person. The court, in its 26 discretion, may award actual economic damages or any other 27 relief which the court deems proper.
- 28 (b) The action may be commenced in the county in which 29 the person against whom it is brought resides, has his 30 principal place of business, or is doing business, or in the 31 county where the transaction or any substantial portion of

- 1 the transaction occurred.
- 2 (c) In any action brought by a person under this
- 3 Section, the court may grant injunctive relief where
- 4 appropriate and may award, in addition to the relief provided
- 5 in this Section, reasonable attorney's fees and costs to the
- 6 prevailing party.
- 7 (d) Upon commencement of any action brought under this
- 8 Section, the plaintiff shall mail a copy of the complaint or
- 9 other initial pleading to the Attorney General and, upon
- 10 entry of any judgment or order in the action, shall mail a
- 11 copy of the judgment or order to the Attorney General.
- 12 (e) Any action for damages under this Section shall be
- 13 forever barred unless commenced within 3 years after the
- 14 cause of action accrued; provided that, whenever any action
- is brought by the Attorney General or a State's Attorney for
- 16 a violation of this Act, the running of the statute of
- 17 limitations, with respect to every private right of action
- 18 for damages which is based in whole or in part on any matter
- 19 complained of in the action by the Attorney General or
- 20 State's Attorney, shall be suspended during the pendency of
- 21 the action, and for one year thereafter.
- 22 Section 75. Telemarketing Fraud Enforcement Fund. There
- is hereby created in the State Treasury the Attorney General
- 24 Telemarketing Fraud Enforcement Fund. The State Treasurer
- 25 shall deposit in the fund registration fees paid pursuant to
- 26 this Act. Subject to appropriation by the legislature, the
- 27 Attorney General shall use the monies in the fund for the
- administration and enforcement of the program of registration
- 29 established in this Act and also for educational activities
- 30 that advance the purposes of this Act.
- 31 Section 80. Rules. The Attorney General may adopt any
- 32 rules necessary to implement this Act, pursuant to the

- 1 Illinois Administrative Procedure Act, which rules shall have
- 2 the force of law.
- 3 Section 85. Construction of Act. This Act shall be
- 4 liberally construed to effect its purposes.
- 5 Section 905. The State Finance Act is amended by adding
- 6 Section 5.545 as follows:
- 7 (30 ILCS 105/5.545 new)
- 8 Sec. 5.545. The Attorney General Telemarketing Fraud
- 9 <u>Enforcement Fund.</u>
- 10 (815 ILCS 413/Act rep.)
- 11 Section 910. The Telephone Solicitations Act is
- 12 repealed.
- 13 Section 915. The Consumer Fraud and Deceptive Business
- 14 Practices Act is amended by changing Section 2Z as follows:
- 15 (815 ILCS 505/2Z) (from Ch. 121 1/2, par. 262Z)
- 16 Sec. 2Z. Violations of other Acts. Any person who
- 17 knowingly violates the Automotive Repair Act, the Home Repair
- 18 and Remodeling Act, the Dance Studio Act, the Physical
- 19 Fitness Services Act, the Hearing Instrument Consumer
- 20 Protection Act, the Illinois Union Label Act, the Job
- 21 Referral and Job Listing Services Consumer Protection Act,
- 22 the Travel Promotion Consumer Protection Act, the Credit
- 23 Services Organizations Act, the Automatic Telephone Dialers
- 24 Act, the Pay-Per-Call Services Consumer Protection Act, the
- 25 <u>Telemarketing Registration and Fraud Prevention</u> Felephone
- 26 Selicitations Act, the Illinois Funeral or Burial Funds Act,
- 27 the Cemetery Care Act, the Safe and Hygienic Bed Act, the
- 28 Pre-Need Cemetery Sales Act, subsection (a) or (b) of Section

- 1 3-10 of the Cigarette Tax Act, subsection (a) or (b) of
- 2 Section 3-10 of the Cigarette Use Tax Act, or the Electronic
- 3 Mail Act commits an unlawful practice within the meaning of
- 4 this Act.
- 5 (Source: P.A. 90-426, eff. 1-1-98; 91-164, eff. 7-16-99;
- 6 91-230, eff. 1-1-00; 91-233, eff. 1-1-00; 91-810, eff.
- 7 6-13-00.)