



Rep. Dan Caulkins

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10300HB3515ham001

LRB103 28704 SPS 58840 a

1 AMENDMENT TO HOUSE BILL 3515

2 AMENDMENT NO. _____. Amend House Bill 3515 by replacing
3 everything after the enacting clause with the following:

4 "Section 5. The Consumer Fraud and Deceptive Business
5 Practices Act is amended by adding Section 2BBBB as follows:

6 (815 ILCS 505/2BBBB new)

7 Sec. 2BBBB. 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.

1 (b) A high-impact social media company in the State of
2 Illinois must make available to its customers, at no cost, a
3 customer support service to address customer issues and
4 complaints during the hours the high-impact social media
5 company regularly conducts business. A customer support
6 service must respond to all customers within 24 hours after a
7 customer contacts the service and must solve a customer's
8 issue or complaint within 48 hours after a customer contacts
9 the service. A high-impact social media company that violates
10 this Section commits an unlawful practice within the meaning
11 of this Act."