

1 AN ACT concerning telecommunications.

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 adding
5 Section 13-408 as follows:

6 (220 ILCS 5/13-408 new)

7 Sec. 13-408. Service failure; damages. If a customer
8 reports a service outage to the telecommunications carrier
9 providing the service and the service outage has a duration
10 of more than 24 hours, the carrier providing the service must
11 make an adjustment in the customer's next bill in the
12 following manner:

13 (1) If the outage was for fewer than 72 hours, the
14 carrier must give to the customer a credit equal to the
15 prorated amount of the customer's monthly service rate
16 for the time of the service outage.

17 (2) If the outage was for 72 hours or more, the
18 carrier must give to the customer the credit provided
19 under item (1) plus an additional credit equal to 3 times
20 the prorated amount of the customer's monthly service
21 rate for any portion of the duration of the service
22 outage in excess of 72 hours.

23 Section 99. Effective date. This Act takes effect upon
24 becoming law.