

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 13-305 as follows:

6 (220 ILCS 5/13-305 new)

7 Sec. 13-305. Billing ombudsman. The Commission shall
8 establish a billing ombudsman program to respond to questions
9 and complaints regarding billing from residential customers
10 of telecommunications carriers. The ombudsman may act as a
11 nonbinding mediator. A telecommunications carrier must
12 participate in the mediation process. The mediation process
13 must occur within 10 days after being requested by the
14 customer. The mediation may be conducted by telephone or
15 other electronic means.

16 Section 99. Effective date. This Act takes effect upon
17 becoming law.