Chicago Cable and Telephone Ordinance Information Article no. 1230

Introduction

Chicago Cable and Telephone Ordinance credit requests are processed and automatically applied to the account within 2 billing cycles:

- **Chicago Local Market Support** notes BOLT when credit is issued
- Customer can request credit for a regulatory issue **at any time**; there is **no** time limit
- **Illinois State Cable Law** requires our employees to state their name on **every** phone call

Resolution Steps

Our company is required to send customers a copy of this **ordinance** (Illinois Administrative Code) upon request

- Title 83: Public Utilities; Chapter I: Illinois Commerce Commission; Part 732 Customer Credits
- Copy of the Ordinance

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=357