

STATE OF OKLAHOMA

2nd Session of the 50th Legislature (2006)

HOUSE BILL 2783

By: McPeak

AS INTRODUCED

An Act relating to contracts; enacting the Customer Service by an Actual Human Being Act; requiring certain businesses to provide a uniform menu option for certain services; stating deadline for compliance; providing for penalties; providing for codification; and providing an effective date.

BE IT ENACTED BY THE PEOPLE OF THE STATE OF OKLAHOMA:

SECTION 1. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 731 of Title 15, unless there is created a duplication in numbering, reads as follows:

This act shall be known and may be cited as the "Customer Service by an Actual Human Being Act".

SECTION 2. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 732 of Title 15, unless there is created a duplication in numbering, reads as follows:

A. Any business entity doing business in this state that offers assistance to customers by telephone and has an actual person available as a customer service representative in addition to any other automated menu items shall institute a uniform menu option for reaching that representative to be as follows:

1. At any time during the call, the customer may push or dial the number zero (0); or

2. For voice activated menus, the customer may say the number zero (0) or say the word, "agent".

B. Businesses shall be compliant with this section by January 1, 2007. Any business violating this section shall be liable for

the applicable penalties pursuant to Section 761.1 of Title 15 of the Oklahoma Statutes.

SECTION 3. This act shall become effective November 1, 2006.

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