

05/23/2024 10:13:33 AM

HOUSE OF REPRESENTATIVES
CONFERENCE COMMITTEE REPORT

Mr. President:
Mr. Speaker:

The Conference Committee, to which was referred

HB3285

By: Hilbert of the House and Seifried of the Senate

Title: State government; call back; requiring call back option for entities using toll free numbers;
effective date.

Together with Engrossed Senate Amendments thereto, beg leave to report that we have had the same under consideration and herewith return the same with the following recommendations:

1. That the Senate recede from its amendment; and
2. That the attached Conference Committee Substitute be adopted.

Respectfully submitted,

House Action _____ Date _____ Senate Action _____ Date _____

HB3285 CCR (A)
HOUSE CONFEREES

Alonso Sandoval, Arturo

Banning, Chris

Boatman, Jeff



Hilbert, Kyle

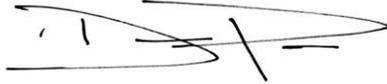


Miller, Nicole



Olsen, Jim

Pae, Daniel



Provenzano, Melissa

Roberts, Eric

Townley, Tammy



Williams, Danny



HB3285 CCR A

SENATE CONFEREES

Seifried _____

Garvin _____

Stewart _____

Hamilton _____

Weaver _____

Floyd _____

[Handwritten signatures in blue ink over the lines for Seifried, Garvin, Stewart, Hamilton, and Weaver]

House Action _____ Date _____ Senate Action _____ Date _____

House Action _____ Date _____ Senate Action _____ Date _____

1 STATE OF OKLAHOMA

2 2nd Session of the 59th Legislature (2024)

3 CONFERENCE COMMITTEE
4 SUBSTITUTE
5 FOR ENGROSSED
6 HOUSE BILL NO. 3285

By: Hilbert, Provenzano,
Alonso-Sandoval, and Swope
of the House

7 and

8 Seifried of the Senate

9
10 CONFERENCE COMMITTEE SUBSTITUTE

11 An Act relating to state government; requiring state
12 government entities to provide telephone call back
13 systems; requiring call back option for entities
14 using toll free numbers; providing for codification;
15 and providing an effective date.

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

17 SECTION 1. NEW LAW A new section of law to be codified
18 in the Oklahoma Statutes as Section 8501 of Title 74, unless there
19 is created a duplication in numbering, reads as follows:

20 A. Each state agency, board, commission, department, or other
21 state governmental entity with more than five hundred employees
22 shall develop and implement a system for telephone callback.
23
24

1 B. A system that allows the caller to request an automatic
2 callback as part of a menu of options for the routing or handling of
3 the call shall satisfy the requirements of this section.

4 C. The provisions of this section shall be applicable to any
5 entity that uses a toll-free number to allow contact with the
6 agency, and such system shall also provide an automatic callback
7 option and an ability to measure callback efficiency.

8 SECTION 2. This act shall become effective November 1, 2024.

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10 59-2-11084 MAH 05/06/24

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