

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

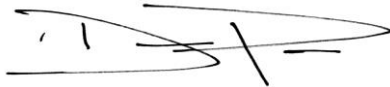


Miller, Nicole



Olsen, Jim

Pae, Daniel



Provenzano, Melissa

Roberts, Eric

Townley, Tammy



Williams, Danny



HB3285 CCR A

SENATE CONFEREES

Seifried

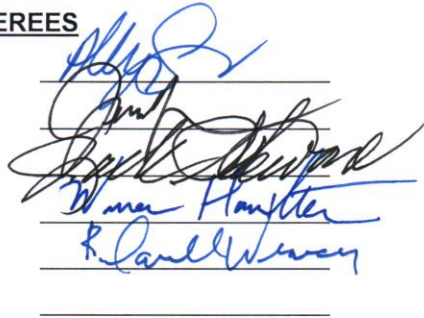
Garvin

Stewart

Hamilton

Weaver

Floyd

The block contains five handwritten signatures in blue ink, each written over a horizontal line. The signatures are: 1. A stylized signature for Seifried. 2. A signature for Garvin. 3. A signature for Stewart. 4. A signature for Hamilton that reads "W. Hamilton". 5. A signature for Weaver that reads "R. Lowell Weaver".

House Action _____ Date _____ Senate Action _____ Date _____

House Action _____ Date _____ Senate Action _____ Date _____

STATE OF OKLAHOMA

2nd Session of the 59th Legislature (2024)

CONFERENCE COMMITTEE
SUBSTITUTE
FOR ENGROSSED
HOUSE BILL NO. 3285

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

and

Seifried of the Senate

CONFERENCE COMMITTEE SUBSTITUTE

An Act relating to state government; requiring state government entities to provide telephone call back systems; requiring call back option for entities using toll free numbers; 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 8501 of Title 74, unless there is created a duplication in numbering, reads as follows:

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

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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