

STATE OF OKLAHOMA

2nd Session of the 59th Legislature (2024)

COMMITTEE SUBSTITUTE
FOR

HOUSE BILL NO. 3285

By: Hilbert

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 call back.

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

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C. The provisions of this section shall be applicable to any entity that uses a toll free number to allow contact with the agency and such system shall also provide an automatic call back option.

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

59-2-10151 MJ 02/13/24