

1 ENGROSSED HOUSE
2 BILL NO. 3285

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

3
4 and

Seifried of the Senate
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8 [state government - telephone callback systems -
9 callback option for toll-free numbers -
10 codification - effective date]
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14 BE IT ENACTED BY THE PEOPLE OF THE STATE OF OKLAHOMA:

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

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

21 B. A system that allows the caller to request an automatic
22 callback as part of a menu of options for the routing or handling of
23 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 callback option.

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

Passed the House of Representatives the 20th day of February,
2024.

Presiding Officer of the House
of Representatives

Passed the Senate the ____ day of _____, 2024.

Presiding Officer of the Senate