

1 **HOUSE OF REPRESENTATIVES - FLOOR VERSION**

2 STATE OF OKLAHOMA

3 2nd Session of the 59th Legislature (2024)

4 COMMITTEE SUBSTITUTE
5 FOR
6 HOUSE BILL NO. 3285

By: Hilbert

7
8 COMMITTEE SUBSTITUTE

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

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 call back.

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

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

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

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6 COMMITTEE REPORT BY: COMMITTEE ON GOVERNMENT MODERNIZATION AND
7 TECHNOLOGY, dated 02/14/2024 - DO PASS, As Amended.
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