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AS AMENDED

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

and

```
[ state government - telephone callback systems -
callback option for toll-free numbers - codification
- effective date ]
```

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

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.

B. A system that allows the caller to request an automatic callback as part of a menu of options for the routing or handling of the 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
3 agency, and such system shall also provide an automatic callback
4 option.

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

6 COMMITTEE REPORT BY: COMMITTEE ON GENERAL GOVERNMENT
7 April 4, 2024 - DO PASS AS AMENDED
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