1	SENATE FLOOR VERSION April 4, 2024
2	AS AMENDED
3	ENGROSSED HOUSE
4	BILL NO. 3285 By: Hilbert, Provenzano, Alonso-Sandoval, and Swope of the House
5	and
6	Seifried of the Senate
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10	[state government - telephone callback systems -
11	callback option for toll-free numbers - 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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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 April 4, 2024 - DO PASS AS AMENDED
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