

<DateSubmitted>

HOUSE OF REPRESENTATIVES  
CONFERENCE COMMITTEE REPORT

Mr. President:  
Mr. Speaker:

The Conference Committee, to which was referred

**HB3285**

By: Hilbert of the House and Seifried of the Senate

Title: State government; call back; requiring call back option for entities using toll free numbers;  
effective date.

Together with Engrossed Senate Amendments thereto, beg leave to report that we have had the same under consideration and herewith return the same with the following recommendations:

1. That the Senate recede from its amendment; and
2. That the attached Conference Committee Substitute be adopted.

Respectfully submitted,

House Action \_\_\_\_\_ Date \_\_\_\_\_ Senate Action \_\_\_\_\_ Date \_\_\_\_\_

**SENATE CONFEREES**

Seifried	_____
Garvin	_____
Stewart	_____
Hamilton	_____
Weaver	_____
Floyd	_____

STATE OF OKLAHOMA

2nd Session of the 59th Legislature (2024)

CONFERENCE COMMITTEE  
SUBSTITUTE  
FOR ENGROSSED  
HOUSE BILL NO. 3285

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

and

Seifried of the Senate

CONFERENCE 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 callback.

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

4       C. The provisions of this section shall be applicable to any  
5 entity that uses a toll-free number to allow contact with the  
6 agency, and such system shall also provide an automatic callback  
7 option and an ability to measure callback efficiency.

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

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