

1 STATE OF OKLAHOMA

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

3 CONFERENCE COMMITTEE
4 SUBSTITUTE
5 FOR ENGROSSED
6 HOUSE BILL NO. 3285

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

7 and

8 Seifried of the Senate

9
10 CONFERENCE COMMITTEE SUBSTITUTE

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

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

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

20 A. Each state agency, board, commission, department, or other
21 state governmental entity with more than five hundred employees
22 shall develop and implement a system for telephone callback.
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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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10 59-2-11084 MAH 05/06/24

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