

An Act

ENROLLED HOUSE
BILL NO. 3285

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

and

Seifried of the Senate

An Act relating to state government; requiring state government entities to provide telephone callback systems; requiring callback option for entities using toll-free numbers; providing for codification; and providing an effective date.

SUBJECT: State government

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.

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.

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

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

Passed the House of Representatives the 28th day of May, 2024.

Presiding Officer of the House
of Representatives

Passed the Senate the 29th day of May, 2024.

Presiding Officer of the Senate

OFFICE OF THE GOVERNOR

Received by the Office of the Governor this _____
day of _____, 20_____, at _____ o'clock _____ M.
By: _____

Approved by the Governor of the State of Oklahoma this _____
day of _____, 20_____, at _____ o'clock _____ M.

Governor of the State of Oklahoma

OFFICE OF THE SECRETARY OF STATE

Received by the Office of the Secretary of State this _____
day of _____, 20_____, at _____ o'clock _____ M.
By: _____