

HB 882 -- Human Voice Contact Act

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This bill establishes the Human Voice Contact Act which requires state agencies that use automated answering equipment for incoming calls other than the General Assembly, the courts, the Governor's office, and political subdivisions to provide callers with an option to speak to a live operator if calling during regular business hours. Field offices, emergency hotlines, general information services, and touch tone customer service systems that allow customers to complete various transactions over the phone will be exempt from the provisions of the bill.