

March 8, 1999

**S 255. STATE AGENCY TELEPHONE MENUS.** *TO CLARIFY THE STATE LAW REQUIRING STATE AGENCIES TO REDUCE THE NUMBER OF MENUS ON AUTOMATED PHONE SYSTEMS AND TO REQUIRE STATE AGENCIES TO REPORT ON THEIR COMPLIANCE WITH THAT LAW.* SL 1997-351 requires that state agency telephone systems minimize the number of menus that caller must go through to reach desired extension. This bill defines menu as first point in call at which caller is asked to choose from options. Directs each state agency to report to General Assembly on compliance with act by April 1, 1999.

**Intro. by Albertson and Martin of Pitt.**

Ref. to Judiciary I

UNCODIFIED

March 29, 1999

**S 255. STATE AGENCY TELEPHONE MENUS.** Intro. 3/8/99. House committee substitute makes the following changes to 1st edition. Requires caller to reach attendant after accessing not more than two menus; extends state agency reporting deadline from April 1 to May 1, 1999; and requires report to be made to Joint Legislative Comm'n on Governmental Operations.

April 1, 1999

**S 255. STATE AGENCY TELEPHONE MENUS.** Intro. 3/8/99. Senate amendment makes the following changes to 2nd edition. Rewrites title to read, *AN ACT TO CLARIFY THE STATE LAW REQUIRING STATE AGENCIES TO REDUCE THE NUMBER OF MENUS ON AUTOMATED PHONE SYSTEMS AND TO REQUIRE STATE AGENCIES TO REPORT ON THEIR COMPLIANCE WITH THAT LAW, AND TO REQUIRE ALL STATE AGENCIES TO INCLUDE THE AGENCY TELEPHONE NUMBER ON AGENCY LETTERHEAD.* Adds requirement that all state agencies include agency telephone number(s), including number(s) at which the sender of the letterhead may be reached, prominently on all agency letterhead. Makes this requirement applicable to all letterhead purchased or produced on or after the effective date.

July 5, 1999

**S 255. STATE AGENCY TELEPHONE MENUS.** Intro. 3/8/1999. House committee substitute makes the following changes to 3rd edition. Deletes requirement that telephone numbers on state agency's letterhead include number at which sender of letter may be reached. Makes requirement that number be on letterhead applicable to letterhead purchased or produced on or after Sept. 1, 1999.