

House Bill 627 (AM)

By: Representatives Smith of the 129<sup>th</sup>, Post 2 and Mosley of the 129<sup>th</sup>, Post 1

A BILL TO BE ENTITLED  
AN ACT

1 To amend Chapter 1 of Title 50 of the Official Code of Georgia Annotated, relating to  
2 general provisions relative to state government and state planning, so as to require publicly  
3 listed state telephone numbers to be answered by an attendant; to provide for definitions; to  
4 prohibit the use of voice mail systems by state employees except under certain  
5 circumstances; to provide for the use of voice mail systems during hours other than normal  
6 business hours; to repeal conflicting laws; and for other purposes.

7 BE IT ENACTED BY THE GENERAL ASSEMBLY OF GEORGIA:

8 **SECTION 1.**

9 Chapter 1 of Title 50 of the Official Code of Georgia Annotated, relating to general  
10 provisions relative to state government and state planning, is amended by adding after Code  
11 Section 50-1-7 a new Code section to read as follows:

12 "50-1-8.

13 (a) As used in this Code section, the term:

14 (1) 'Attendant' means a live human being.

15 (2) 'Normal business hours' means each Monday through Friday, except those days  
16 designated as holidays pursuant to Code Section 1-4-1, during the hours in which the staff  
17 of that state agency is scheduled to work.

18 (3) 'Publicly listed' means listed in state or public directories, on business cards of state  
19 employees, or on stationery used by a state agency for correspondence with members of  
20 the public as provided for in Code Section 50-18-1.

21 (4) 'State agency' means a department, agency, board, commission, or authority of state  
22 government.

23 (5) 'State employee' means a full-time employee of a state agency.

24 (b) Each state agency shall require that any publicly listed telephone number or numbers  
25 for that agency be answered by an attendant who can direct each call to the proper person  
26 or department within that agency during normal business hours; provided, however, any

1 state agency that has fewer than five state employees shall be authorized to utilize a voice  
2 mail system when all of the state employees are absent from the state agency.

3 (c) During normal business hours, no state employee shall utilize a voice mail system  
4 when his or her telephone is functional and available for use, unless:

5 (1) Such voice mail system alerts the caller to and provides the caller with access to an  
6 attendant; or

7 (2) Such voice mail system automatically transfers the caller to an attendant.

8 (d) During hours other than normal business hours, a state agency may use a voice mail  
9 system, provided that such system shall provide within its outgoing message a description  
10 of normal business hours and a phone number which will be answered by an attendant  
11 during normal business hours.

12 (e) State agency heads shall ensure compliance with the provisions of this Code section."

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## **SECTION 2.**

14 All laws and parts of laws in conflict with this Act are repealed.