

Senate Bill 214

By: Senators Thompson of the 5th, Henson of the 41st, Brown of the 26th, Adelman of the 42nd, Seay of the 34th and others

A BILL TO BE ENTITLED
AN ACT

1 To amend Chapter 1 of Title 50 of the Official Code of Georgia Annotated, relating to state
2 government in general, so as to provide for qualifications with respect to certain call centers;
3 to provide for definitions; to provide for construction; to provide for related matters; to
4 provide an effective date; to repeal conflicting laws; and for other purposes.

5 BE IT ENACTED BY THE GENERAL ASSEMBLY OF GEORGIA:

6 style="text-align:center">**SECTION 1.**

7 Chapter 1 of Title 50 of the Official Code of Georgia Annotated, relating to state government
8 in general, is amended by adding a new Code section to read as follows:

9 "50-1-9.

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

11 (1) 'Call center' means an entity whose primary purpose includes the initiating or
12 receiving of telephonic communications on behalf of any person for the purpose of
13 providing or receiving services or information necessary in connection with the providing
14 of services or other benefits.

15 (2) 'Service' means a governmental service provided by an agency for the benefit of the
16 public.

17 (b) Any telephone call center operated by or on behalf of a state agency or department for
18 the purpose of fulfilling such state agency's or department's provision of services shall be
19 physically located within the United States.

20 (c) Nothing in this Code section shall be construed to impair the contractual rights of any
21 party to a contract with the state where the contract was entered into prior to the effective
22 date of this Code section."

23 style="text-align:center">**SECTION 2.**

24 This Act shall become effective upon its approval by the Governor or upon its becoming law
25 without such approval.

- 1 **SECTION 3.**
- 2 All laws and parts of laws in conflict with this Act are repealed.