

AMENDMENTS TO ASSEMBLY BILL NO. 1135

Amendment 1

In the title, in line 1, strike out “repeal and add Section 14627 of the Government Code,”, strike out line 2 and insert:

add Sections 11000.15 and 11547.7 to, and to repeal Section 14627 of, the Government Code, relating to telephone services.

Amendment 2

On page 2, before line 1, insert:

SECTION 1. Section 11000.15 is added to the Government Code, to read:

11000.15. (a) Notwithstanding any other law, a state agency shall transition from the use of toll-free telephone numbers to non-toll-free telephone numbers as the primary method for the public to make a voice call to contact the agency.

(b) No later than July 1, 2025, a state agency shall update its internet website to post the non-toll-free telephone number described in subdivision (a) on the internet website instead of a toll-free telephone number as the primary method for the public to make a voice call to contact the agency.

(c) When a state agency updates a publication with information about how the public can contact the state agency, the state agency shall include the non-toll-free telephone number described in subdivision (a) as the primary method for the public to make a voice call to contact the agency.

(d) A state agency shall continue to operate a toll-free telephone number offered to the public as a method of making a voice call to contact the agency on the effective date of this section.

(e) When implementing this section, a state agency shall ensure equitable access to the agency by all members of the public, based on consideration of both of the following:

(1) Availability and affordability of voice calling plans that allow a customer to make voice calls without per-minute charges.

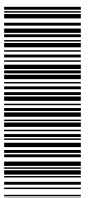
(2) Availability and affordability of alternative methods to contact the agency to the public.

SEC. 2. Section 11547.7 is added to the Government Code, to read:

11547.7. (a) (1) With the approval of the Department of Technology, and consistent with Section 11000.15, a state agency may install and operate a toll-free or non-toll-free telephone line to enable the public to make a voice call to contact the agency.

(2) Following approval of the department, the state agency shall publish the toll-free or non-toll-free telephone number described in paragraph (1) at least once in the California Regulatory Notice Register.

(b) The department shall adopt guidelines for the use of toll-free and non-toll-free telephone lines by state agencies as are necessary to promote the efficient use of the telephone lines.



Amendment 3

On page 2, in line 1, strike out "SECTION 1." and insert:

SEC. 3.

Amendment 4

On page 2, strike out lines 13 to 26, inclusive

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PROPOSED AMENDMENTS TO ASSEMBLY BILL NO. 1135

CALIFORNIA LEGISLATURE—2023—24 REGULAR SESSION

ASSEMBLY BILL

No. 1135

Introduced by Assembly Member Lowenthal

February 15, 2023



RN2400454

~~An act to repeal and add Section 14627 of the Government Code, relating to state government. add Sections 11000.15 and 11547.7 to, and to repeal Section 14627 of, the Government Code, relating to telephone services.~~

Amendment 1

LEGISLATIVE COUNSEL'S DIGEST

AB 1135, as introduced, Lowenthal. ~~State government; agencies; toll-free and non-toll-free telephone lease lines. lines: Department of Technology.~~

Existing law authorizes a state agency, with the approval of the Department of General Services, to install and operate toll-free telephone lease lines to provide access by the public and local governmental agencies and requires information made available on a toll-free telephone lease line to be accessible by both tone dial and rotary dial telephone. *Existing law requires the department to adopt guidelines for the use of toll-free lease lines by state agencies as are necessary to promote the efficient use of the toll-free lease lines.*

This bill would repeal this provision.

~~This bill would require, no later than January 1 of an unspecified year, each state agency to change the telephone numbers that the agency operates from toll-free telephone numbers to non-toll-free telephone numbers. This bill would require each agency to post the new, non-toll-free numbers on its internet website and update all publications issued by the agency with the new non-toll-free number or numbers~~

~~within 1 year of the change taking place. This bill would allow an agency to maintain a toll-free telephone number if the agency deems it necessary, but the primary telephone number or numbers offered to the public shall be a non-toll-free number or numbers.~~

This bill would require a state agency to transition from the use of toll-free telephone numbers to non-toll-free telephone numbers as the primary method for the public to make a voice call to contact the agency. The bill would require a state agency, no later than July 1, 2025, to update its internet website to post the non-toll-free telephone number on its internet website, as specified. The bill would require a state agency, when updating a publication with information about how the public can contact the agency, to include the non-toll-free telephone number. The bill would require a state agency to operate a toll-free telephone number offered to the public as a method of making a voice call to contact the agency on the effective date of the bill. The bill would require a state agency, when implementing these provisions, to ensure equitable access to the agency by all members of the public, as specified.

Existing law establishes the Department of Technology within the Government Operations Agency. Existing law requires the department to be generally responsible for the approval and oversight of information technology projects, including, among other things, establishing and maintaining a framework of policies, procedures, and requirements for the initiation, approval, implementation, management, oversight, and continuation of information technology projects.

This bill would authorize a state agency, with approval of the department, to install and operate a toll-free or non-toll-free telephone line to enable the public to make a voice call to contact the agency, as specified. The bill would require the department to adopt guidelines for the use of toll-free and non-toll-free telephone lines by state agencies as are necessary to promote the efficient use of the telephone lines.

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: no.

The people of the State of California do enact as follows:

- + *SECTION 1. Section 11000.15 is added to the Government Code, to read:*
- + *11000.15. (a) Notwithstanding any other law, a state agency*
- + *shall transition from the use of toll-free telephone numbers to*

Amendment 2

+ non-toll-free telephone numbers as the primary method for the public to make a voice call to contact the agency.

+ (b) No later than July 1, 2025, a state agency shall update its internet website to post the non-toll-free telephone number described in subdivision (a) on the internet website instead of a toll-free telephone number as the primary method for the public to make a voice call to contact the agency.

+ (c) When a state agency updates a publication with information about how the public can contact the state agency, the state agency shall include the non-toll-free telephone number described in subdivision (a) as the primary method for the public to make a voice call to contact the agency.

+ (d) A state agency shall continue to operate a toll-free telephone number offered to the public as a method of making a voice call to contact the agency on the effective date of this section.

+ (e) When implementing this section, a state agency shall ensure equitable access to the agency by all members of the public, based on consideration of both of the following:

+ (1) Availability and affordability of voice calling plans that allow a customer to make voice calls without per-minute charges.

+ (2) Availability and affordability of alternative methods to contact the agency to the public.

+ SEC. 2. Section 11547.7 is added to the Government Code, to read:

+ 11547.7. (a) (1) With the approval of the Department of Technology, and consistent with Section 11000.15, a state agency may install and operate a toll-free or non-toll-free telephone line to enable the public to make a voice call to contact the agency.

+ (2) Following approval of the department, the state agency shall publish the toll-free or non-toll-free telephone number described in paragraph (1) at least once in the California Regulatory Notice Register.

+ (b) The department shall adopt guidelines for the use of toll-free and non-toll-free telephone lines by state agencies as are necessary to promote the efficient use of the telephone lines.

1 SECTION 1.

2 SEC. 3. Section 14627 of the Government Code is repealed.

13 SEC. 2. Section 14627 is added to the Government Code, to
14 read:

Amendment 3

Amendment 4

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PROPOSED AMENDMENTS

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SUBSTANTIVE**

AB 1135

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Page 2 15 ~~14627. — (a) Except as otherwise provided in subdivision (b),~~
 16 ~~no later than January 1, _____, each state agency shall change all~~
 17 ~~telephone numbers that the agency operates from toll-free telephone~~
 18 ~~numbers to non-toll-free telephone numbers.~~
 19 ~~(b) An agency may maintain a toll-free telephone number if the~~
 20 ~~agency deems it necessary, but the primary telephone number or~~
 21 ~~numbers offered to the public shall be a non-toll-free number or~~
 22 ~~numbers.~~
 23 ~~(c) Each agency shall post the new, non-toll-free number or~~
 24 ~~numbers on their internet website and update all publications with~~
 25 ~~the new, non-toll-free number or numbers within one year after~~
 26 ~~the number or numbers are changed.~~

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