



General Assembly

February Session, 2004

Amendment

LCO No. 4050

SB0050104050SDO

Offered by:

SEN. PRAGUE, 19th Dist.

To: Subst. Senate Bill No. 501

File No. 266

Cal. No. 205

"AN ACT CONCERNING THE RETENTION OF JOBS IN CONNECTICUT."

1 After the last section, add the following and renumber sections and
2 internal references accordingly:

3 "Sec. 501. (NEW) (*Effective October 1, 2004*) (a) As used in this
4 section:

5 (1) "Call center" means an entity whose primary purpose involves
6 the initiation or receipt of telephonic communications on behalf of any
7 person for the purpose of (A) initiating sales, including telephone
8 solicitations, or (B) providing or receiving services or information in
9 connection with the provision of other services or benefits.

10 (2) "Customer service employee" means a person employed by or
11 working on behalf of a call center.

12 (3) "Personal identifying or financial information" includes, but is
13 not limited to, a motor vehicle operator's license number, Social

14 Security number, employee identification number, mother's maiden
15 name, account number or credit card number.

16 (b) Within the first thirty seconds of answering a telephone call
17 made by a resident of this state to a call center, or within the first thirty
18 seconds of making a telephone call on behalf of a call center to a
19 resident of this state, a customer service employee shall state (1) the
20 employee's name or registered alias, (2) the name of the call center by
21 whom the employee is employed, (3) the city, state and country in
22 which the employee is located, and (4) if applicable, the name and
23 telephone number of an authorized representative of the entity
24 utilizing the services of the call center.

25 (c) It shall be an unfair or deceptive trade practice under subsection
26 (a) of section 42-110b of the general statutes for a call center or
27 customer service employee to transmit to a location within or outside
28 the United States any personal identifying or financial information
29 about a person who receives a telephone call from, or places a
30 telephone call to, a call center, without the consent of such person or
31 persons to whom the information pertains."