



General Assembly

January Session, 2005

Amendment

LCO No. 5431

HB0664105431HDO

Offered by:
REP. RYAN, 139th Dist.

To: House Bill No. 6641

File No. 65

Cal. No. 105

"AN ACT CONCERNING EMPLOYEES OF CALL CENTERS."

1 Strike lines 10 to 13, inclusive, in their entirety and substitute the
2 following in lieu thereof:

3 "(b) A customer service employee, within the first thirty seconds
4 after making a telephone call on behalf of a call center to a resident of
5 this state, or within the first thirty seconds after he or she answers a
6 telephone call made by a resident of this state, shall state (1) the"