

1 A bill to be entitled
 2 An act relating to state department customer service
 3 standards; amending s. 23.30, F.S.; requiring state
 4 departments to employ a callback queue system for
 5 customers who contact state departments by telephone;
 6 providing an effective date.

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 8 Be It Enacted by the Legislature of the State of Florida:

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 10 **Section 1. Paragraphs (e) through (k) of subsection (4) of**
 11 **section 23.30, Florida Statutes, are redesignated as paragraphs**
 12 **(f) through (l), respectively, and a new paragraph (e) is added**
 13 **to that subsection, to read:**

14 23.30 Florida Customer Service Standards Act.—
 15 (4) MEASURES TO BE IMPLEMENTED.—State departments shall:
 16 (e) Employ a system by which a customer who contacts a
 17 department by telephone has the option of being placed in a
 18 callback queue to receive a call at a later designated time,
 19 while maintaining his or her place in line, instead of waiting
 20 on hold or allowing the telephone to continuously ring.

21 **Section 2.** This act shall take effect July 1, 2025.