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HB 1031, Engrossed 1

2026 Legislature

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2 An act relating to customer service callback queues;
3 amending s. 23.30, F.S.; defining the term "callback
4 queue"; establishing a pilot program to require the
5 Department of Commerce to use a callback queue for
6 returning certain calls; requiring that calls be
7 returned in a specified manner and timeframe;
8 requiring the department to report specified
9 information to the Legislature by a certain date;
10 providing an effective date.

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

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14 Section 1. Present subsections (5) through (8) of section
15 23.30, Florida Statutes, are redesignated as subsections (6)
16 through (9), respectively, and a new subsection (5) is added to
17 that section, to read:

18 23.30 Florida Customer Service Standards Act.—

19 (5) PILOT PROGRAM.—

20 (a) As used in this subsection, the term "callback queue"
21 means a system that allows a caller to leave a telephone number
22 at which he or she can be reached at a later time rather than
23 receiving no answer to his or her call or remaining on hold.

24 (b) A pilot program is implemented to require a callback
25 queue to be used by the Department of Commerce in returning

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26 calls from claimants concerning reemployment assistance.

27 (c) All calls must be returned, in the order in which they
28 were received, by the end of the next business day.

29 (d) On or before December 31, 2027, the Department of
30 Commerce must submit a report to the President of the Senate and
31 the Speaker of the House of Representatives which includes
32 information concerning the effectiveness of the pilot program,
33 any suggested changes to the program, and a recommendation as to
34 whether the program should be continued or expanded.

35 Section 2. This act shall take effect July 1, 2026.