

TELECOMMUNICATIONS BULLETIN

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CMS 07- 04

Bureau of Communication
and Computer Services

From:

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Customer Solution Center

Heading
Place your
message
here. For
maximum
impact,
use two or
three
sentences.

Public Act 094-0620: Human Voice Contact Act

Public Act 094-0620, commonly known as "The Human Voice Contact Act" goes into effect on January 1, 2007. This new law will impact all state agencies, boards, commissions, and universities with automated telephone answering equipment. (See note below on definition of "state agency" in relation to this Public Act.)

Essentially, new law provides that during the normal course of business hours, automated attendant answering equipment must provide callers the option of speaking to a live attendant. "The Act does not apply to field offices, telephone lines dedicated as hot lines for emergency services, telephone lines dedicated to providing general information, and any system that is designed to permit an individual to conduct a complete transaction with the State agency over the telephone solely by pressing one or more touch tone telephone keys in response to automated prompts" (Public Act 094-0620, Section 15).

Telecommunications Coordinators should contact their assigned CMS Communications System Specialist with questions and to identify systems requiring corrective action and available options. All changes will require a Telecommunications Service Request (TSR) that will be handled through normal procedures. Please note on the TSR that it is a modification for compliance to the Human Voice Contact Act and must be completed prior to January 1, 2007.

Note: Public Act 094-0620 defines "state agencies" the same as in Section 1-7 of the Illinois Auditing Act:

"State agencies means all officers, boards, commissions, and agencies created by the Constitution, whether in the executive, legislative or judicial branch (other than the Circuit Court); all officers, department, boards, commissions, agencies, institutions, authorities, universities, bodies politic and corporate of the State; and administrative units or corporate outgrowths of the State government which are created by or pursuant to statute..." (30 ILCS 5/1-7) (from Ch. 15, par. 301-7).

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