

SENATE No. 1462

The Commonwealth of Massachusetts

In the Year Two Thousand Nine

An Act relative to human contact with state agencies..

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

1 SECTION 1. Notwithstanding any general or special law to the contrary, any electronic
2 answering service in use by a department, board, commission, authority or agency of the
3 commonwealth for the purpose of receiving telephone calls shall present all callers with the
4 option of speaking with a live operator.

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