

By: Senator(s) Furniss

To: Fees, Salaries and  
Administration

SENATE BILL NO. 2082

1 AN ACT TO REQUIRE ALL STATE AGENCIES TO ANSWER TELEPHONES  
2 WITH A LIVE PERSON AND TO NOT USE A VOICE MAIL SYSTEM; AND FOR  
3 RELATED PURPOSES.

4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF MISSISSIPPI:

5 **SECTION 1.** All state agencies shall answer their telephones  
6 with a live person and shall not use a voice mail system,  
7 including answering machines, to answer the telephones and record  
8 messages. For purposes of this section, the term "state agencies"  
9 means any agency defined in Section 25-9-107(d). Upon finding  
10 that an agency has violated the provisions of this section, the  
11 State Auditor may impose an administrative fine on the agency's  
12 executive director in an amount not to exceed One Thousand Dollars  
13 (\$1,000.00).

14 **SECTION 2.** This act shall take effect and be in force from  
15 and after July 1, 2002.

