

Amend Amendment No. 49 by McCall to CSHB 2292 by adding the following appropriately numbered item to the amendment and renumbering subsequent items of the amendment accordingly:

() On page 63, between lines 10 and 11, insert the following:

(c) The commission shall develop consumer service and performance standards for the operation of a call center required by this section. The standards shall address a call center's:

(1) ability to serve its consumers in a timely manner, including consideration of the consumers' ability to access the call center, whether the call center has toll-free telephone access, the average amount of time a consumer spends on hold, the frequency of call transfers, whether a consumer is able to communicate with a live person at the call center, and whether the call center makes mail correspondence available;

(2) staff, including employee courtesy, friendliness, training, and knowledge about the programs listed under Section 531.008 (c); and

(3) complaint handling procedures, including the level of difficulty involved in filing a complaint and whether the call center's complaint responses are timely.

(d) The commission shall make available to the public the standards developed under Subsection (c).

(e) The commission shall develop:

(1) mechanisms for measuring consumer service satisfaction; and

(2) performance measures to evaluate whether the call center meets the standards developed under Subsection (c).

(f) The commission may inspect a call center and analyze its consumer service performance through use of a consumer service evaluator who poses as a consumer of the call center.