

**GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2003**

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**SENATE BILL 991**

Short Title: Consumer's Right to Know and Act.

(Public)

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Sponsors: Senator Reeves.

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Referred to: Commerce.

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April 3, 2003

A BILL TO BE ENTITLED

1 AN ACT TO PROVIDE THAT STATE GOVERNMENT SHALL REQUIRE IN  
2 EVERY CONTRACT FOR THE PERFORMANCE OF TELEMARKETING  
3 SERVICES PROVISIONS THAT ONLY CITIZENS OF THE UNITED STATES  
4 AND PERSONS AUTHORIZED TO WORK IN THE UNITED STATES MAY BE  
5 EMPLOYED, AND TO PROVIDE FOR DISCLOSURE OF CERTAIN  
6 INFORMATION FROM CUSTOMER SALES AND SERVICE CENTERS.  
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8 The General Assembly of North Carolina enacts:

9 **SECTION 1.** Any contract for the performance of telemarketing services  
10 entered into by the State or by any board, commission, or institution of the State shall  
11 require that only citizens of the United States and persons authorized to work in the  
12 United States pursuant to federal law may be employed to perform such services.

13 **SECTION 2.** Any person who places a telephone call to, or receives a  
14 telephone call from, a customer sales or customer service call center has the right to  
15 know:

- 16 (1) The identification of the city, state, and country where the customer  
17 service employee is located.
- 18 (2) The name or registered alias of the customer services employee.
- 19 (3) The name of the employer of the person with whom the person is  
20 speaking.

21 **SECTION 3.** Any person who places a telephone call to, or receives a  
22 telephone call from, a customer sales or customer service call center has the right to:

- 23 (1) Speak to a qualified employee of the company or government agency  
24 the person is doing business with.
- 25 (2) Have none of their financial, credit, and identification information  
26 (including social security number and address) sent to any foreign  
27 country without express written permission.

28 **SECTION 4.** This act is effective when it becomes law.