

Amendment No. 446

Assembly Amendment to Assembly Bill No. 422 (BDR 52-1278)

Proposed by: Assembly Committee on Commerce and Labor**Amends:** Summary: No Title: Yes Preamble: No Joint Sponsorship: No Digest: Yes

ASSEMBLY ACTION				Initial and Date	SENATE ACTION				Initial and Date
Adopted	☐	Lost	☐	_____	Adopted	☐	Lost	☐	_____
Concurred In	☐	Not	☐	_____	Concurred In	☐	Not	☐	_____
Receded	☐	Not	☐	_____	Receded	☐	Not	☐	_____

EXPLANATION: Matter in (1) **blue bold italics** is new language in the original bill; (2) **green bold italic underlining** is new language proposed in this amendment; (3) ~~red strikethrough~~ is deleted language in the original bill; (4) ~~purple double strikethrough~~ is language proposed to be deleted in this amendment; (5) orange double underlining is deleted language in the original bill that is proposed to be retained in this amendment; and (6) **green bold** is newly added transitory language.

JLW/BJE



Date: 4/17/2007

A.B. No. 422—Requires disclosure of certain information by customer sales and service call centers. (BDR 52-1278)



ASSEMBLY BILL NO. 422—ASSEMBLYMEN BOBZIEN, SMITH, OHRENSCHALL, PIERCE
AND SEGERBLOM

MARCH 19, 2007

Referred to Committee on Commerce and Labor

SUMMARY—Requires disclosure of certain information by customer sales and
service call centers. (BDR 52-1278)FISCAL NOTE: Effect on Local Government: No.
Effect on the State: Yes.

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EXPLANATION – Matter in *bolded italics* is new; matter between brackets ~~omitted material~~ is material to be omitted.

AN ACT relating to trade practices; requiring an employee of a call center to
disclose his location ~~{to each customer during a telephone call;}~~ **upon
request, to customers during calls;** providing a penalty; and
providing other matters properly relating thereto.

Legislative Counsel's Digest:

Section 1 of this bill requires an employee of a call center to disclose the ~~{city,}~~ state and
country in which he is located to a customer during a phone call **upon request.** **Section 2** of
this bill makes failure to disclose the information a “deceptive trade practice.”
(NRS 598.0918)

THE PEOPLE OF THE STATE OF NEVADA, REPRESENTED IN
SENATE AND ASSEMBLY, DO ENACT AS FOLLOWS:

Section 1. Chapter 597 of NRS is hereby amended by adding thereto a new
section to read as follows:

**1. *When a person places a telephone call to, or receives a telephone call
from, an employee of a call center, the employee of the call center shall disclose
upon request, the ~~{city,}~~ state and country where the employee is located.***

**2. *For the purposes of this section, a “call center” means a location that
provides customer service and sales assistance or technical assistance and
expertise to persons via telephone, the Internet or other telecommunications and
information technology.***

Sec. 2. NRS 598.0918 is hereby amended to read as follows:

598.0918 A person engages in a “deceptive trade practice” if, during a
solicitation by telephone or sales presentation, he:

1. Uses threatening, intimidating, profane or obscene language;

2. Repeatedly or continuously conducts the solicitation or presentation in a
manner that is considered by a reasonable person to be annoying, abusive or
harassing;

- 1 3. Solicits a person by telephone at his residence between 8 p.m. and 9 a.m.;
- 2 4. Blocks or otherwise intentionally circumvents any service used to identify
- 3 the caller when placing an unsolicited telephone call; ~~for~~
- 4 5. Places an unsolicited telephone call that does not allow a service to identify
- 5 the caller by the telephone number or name of the business, unless such
- 6 identification is not technically feasible ~~for~~ ; *or*
- 7 6. *Refuses to provide his location as required by section 1 of this act.*