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establish a Customer Service Unit. Then it goes on to say the Customer Service Unit includes but is not limited to providing account information as well as addressing inquiries made by customers of the State Disbursement Unit, which is going to be managed by the Treasurer; (b) administering two statewide toll free telephone systems, one for the employers and one by all other customers to provide responses to inquiries regarding income withholding, collection and disbursement of support order payments made to the SDU, and other child support enforcement issues, including establishing a call center with sufficient telephone lines, a Voice Response Unit, and adequate personnel to take the calls, basically.

SPEAKER KRISTENSEN: If I wanted the Treasurer to be responsible for the Customer Service Unit, under your amendment, could I do that?

SENATOR BOURNE: No, but...

SPEAKER KRISTENSEN: Okay.

SENATOR BOURNE: No, we could not, but if I could take another second of your time...

SPEAKER KRISTENSEN: Sure.

SENATOR BOURNE: ...we could amend line 3 of the amendment on page 1, where it says the Title IV-D Division shall establish a Customer Service Unit, and say the State Treasurer or a Title IV-D designee shall establish a Customer Service Unit. So we could...we could change or amend the committee amendment so that the Treasurer, who the Legislature has designated, would still be responsible, but unless we introduce that amendment, then it would be, in my interpretation of it, be...the Title IV-D Division would be responsible for the Customer Service Unit.

SPEAKER KRISTENSEN: And I'm not sure off the top of my head, I think that ultimately the IV-D Division is responsible for seeing that the system works. I don't know if the federal government gives two hoots as to whether we have any customer service or not. I don't think their...their interest is not