



Communications Workers of America
Chris Shelton | *President*

Government Affairs Department
Dan Mauer | *Director*

June 13, 2022

Dear Representative/Senator,

On behalf of the officers and members of Communications Workers of America (CWA), I urge you to cosponsor H.R.4603/S. 2409, The United States Call Center Worker and Consumer Protection Act. This legislation ensures companies that ship U.S. call center jobs overseas do not receive taxpayer assistance, puts protections in place for U.S. consumers to know where their calls are going, and provides consumers the right to be transferred back to a call center in the United States.

As the union representing the largest number of workers in the call center industry, we understand that U.S. based call centers provide good paying jobs for American workers. The average wage for customer service representatives is \$17.75 per hour, which compares favorably to other entry-level jobs. When these jobs are outsourced and offshored, communities across the country are devastated with job losses and lost financial revenue and investment. Advancements in telecommunications technology in the call center industry has made it possible to move these jobs overseas, where the local workforce faces horrific exploitation on the job, including low wages, poor health and safety standards, and violence for union organizing.

Companies that offshore call center work often go to countries with less robust security measures to protect personal data. The weak consumer protections in many of these countries put U.S. consumers at risk for identity theft, fraudulent transactions and mishandling of sensitive information. There are countless examples of security breaches and schemes originating from overseas call centers targeting American consumers. Consumers deserve to know where a call center worker is located as well as the right to transfer to a U.S.-based call center.

The United States Call Center Worker and Consumer Protection Act takes important steps to address these issues and to protect workers and consumers. Specifically, it would require:

1. **Disclosure of Call Center Location to U.S. Consumers:** The Act would require the relocated overseas call center agent to disclose their physical location of their operation. For example, a customer may hear, "Hello, my name is Jane from Manila."
2. **Right to Transfer:** U.S. consumers would have the right to request that the call be transferred to a customer service agent who is physically located in the U.S.
3. **Create a 'bad actor' list of U.S. companies that make a practice of sending U.S. jobs overseas:** The Act would require creation of a publically available list, maintained by the Department of Labor, of all employers that have relocated all or a significant portion of their customer service work overseas. These companies would be ineligible for federal grants or guaranteed loans. Preference would be given to U.S. employers that do not appear on the list when awarding civilian or defense-related contracts. Employers that relocate a call center would remain on the list for up to 5 years after each instance of relocating a call center.

4. **List removal:** If a 'bad actor' relocates an offshore call center to the U.S. and brings jobs back, they will be removed from the bad actor list.

H.R.4603/S. 2409, The United States Call Center Worker and Consumer Protection Act makes strides to ensure that taxpayers' dollars are not rewarding companies that offshore their customer service work and gives consumers the power to decide where to have their calls handled. I strongly urge you to cosponsor this important piece of legislation.

Thank you for your consideration.

Sincerely,



Dan Mauer
Director of Government Affairs
Communications Workers of America (CWA)