



Standing Up for Call Center Workers Across America

Holding companies accountable and pushing for federal and state call center legislation:

1,000 call center jobs lost in Colorado Springs while companies expand overseas

The Communications Workers union is pushing federal legislation, co-sponsored by Colorado U.S. Democratic Reps. Diana DeGette and Ed Perlmutter, that would make companies that move call center overseas ineligible for some federal grants and loans.

September 3, 2018



Bill protecting call-center jobs passes labor committee

A bill aimed at protecting call-center jobs in Connecticut was passed Thursday by the legislature's labor committee and is now headed to the House and Senate for further consideration ... The bill, S.B. 990, has been pushed over the last month amid AT&T's announcement that it would relocate three call centers in Meriden to Tennessee and Georgia over the coming months.

March 22, 2019



Wells Fargo shifts many jobs overseas following layoffs in the US, documents show

It's especially galling to us that taxpayers are having to help these workers out at the same time that ... Wells Fargo was the biggest beneficiary of last year's tax cut,' said Shane Larson, spokesman for the large Communications Workers of America union

December 20, 2018



Efforts to keep call center jobs in U.S. deserve support

The time is right to move these worthy initiatives off the legislative back burner and into the home stretch toward bipartisan passage.

March 19, 2018



Call Center Jobs Act Crucial to New York Economy

If our elected officials continue to do nothing, corporations will continue to outsource jobs to cut costs, devastating families and communities. This is why it is imperative for the state Legislature to pass legislation to prevent the outsourcing of jobs from New York state to other locations.

March 7, 2019



This Boise call center just laid off hundreds of workers

A union that represents communications workers ... blasted Sykes, saying the company's reliance on overseas workers 'plays a major role in the new layoffs affecting Idaho families.'

July 06, 2018



Workers at shuttered Wells Fargo call center in Bethlehem accuse bank of sending their jobs overseas

The issue came to light during a U.S. Senate hearing last month, when Sen. Joe Donnelly, D-Indiana, grilled Wells Fargo CEO Tim Sloan and questioned whether the company is cutting American call-center jobs while beefing up operations in the Philippines.

November 3, 2017



South Dakota unions protest Citi layoffs, bank outsourcing

Union leaders in Sioux Falls criticized Citi on Tuesday for laying off some of its local call center staff while outsourcing jobs to foreign countries.

August 14, 2018



Proposed legislation would hold call center companies more accountable

House bill 273 would require Tennessee-based companies that transfer at least 30 percent of their calls to overseas locations, to notify the state before doing so and penalizing these companies if they received tax breaks. Members of the Communications Workers of America (CWA) said about 3,000 call center jobs have been cut over the past decade in Tennessee.

March 12, 2019



Union cites Alorica layoffs in push for legislation to protect call-center workers

A labor union representing call-center employees says the announced closure of a Beaumont facility may be part of an ongoing push by employers to transfer such operations overseas. And they're calling on lawmakers to stop it.

Dec 19, 2018





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Legislative Momentum – 6 States Have Passed Call Center Bills Since 2018

- 24 state introductions in 2019 up from 18 bills introduced in 2018
- Alabama, Colorado, Maine, Nevada, and New York passed state call center bills in 2019, joining Louisiana's passage of a state bill in 2018
- Also in 2019, 3 additional states passed the bill in a legislative chamber and 5 more states saw legislative committee hearings and votes

