

119TH CONGRESS
1ST SESSION

S. 2495

To require the Secretary of Labor to maintain a publicly available list of all employers that relocate a call center or contract call center work overseas, to make such companies ineligible for Federal grants or guaranteed loans, and to require disclosure of the physical location of business agents engaging in customer service communications, and for other purposes.

IN THE SENATE OF THE UNITED STATES

JULY 29, 2025

Mr. GALLEGO (for himself and Mr. JUSTICE) introduced the following bill; which was read twice and referred to the Committee on Commerce, Science, and Transportation

A BILL

To require the Secretary of Labor to maintain a publicly available list of all employers that relocate a call center or contract call center work overseas, to make such companies ineligible for Federal grants or guaranteed loans, and to require disclosure of the physical location of business agents engaging in customer service communications, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

1 **SECTION 1. SHORT TITLE; TABLE OF CONTENTS.**

2 (a) SHORT TITLE.—This Act may be cited as the
3 “Keep Call Centers in America Act of 2025”.

4 (b) TABLE OF CONTENTS.—The table of contents for
5 this Act is as follows:

Sec. 1. Short title; table of contents.

Sec. 2. Definitions.

TITLE I—CONSEQUENCES FOR RELOCATING OR CONTRACTING
CALL CENTER WORK OVERSEAS

Sec. 101. List of call centers relocating or contracting call center work overseas
and ineligibility for grants or guaranteed loans.

Sec. 102. Rule of construction related to Federal benefits for workers.

Sec. 103. Report regarding Federal call center work locations.

Sec. 104. Requirement that call center work under a Federal contract be per-
formed inside the United States.

TITLE II—REQUIRED DISCLOSURES IN CUSTOMER SERVICE
COMMUNICATIONS

Sec. 201. Required disclosures by business entities engaged in customer service
communications.

Sec. 202. Enforcement.

6 **SEC. 2. DEFINITIONS.**

7 In this Act:

8 (1) AGENCY.—The term “agency” means a
9 Federal or State executive agency or a military de-
10 partment.

11 (2) ARTIFICIAL INTELLIGENCE.—The term “ar-
12 tificial intelligence” means a machine-based system
13 that can, for explicit or implicit objectives, infer
14 from the input it receives how to generate outputs
15 such as predictions, recommendations, or decisions
16 that can influence real or virtual environments.

1 (3) BUSINESS ENTITY.—The term “business
2 entity” means any organization, corporation, trust,
3 partnership, sole proprietorship, unincorporated as-
4 sociation, or venture established to make a profit, in
5 whole or in part, by purposefully availing itself of
6 the privilege of conducting commerce in the United
7 States.

8 (4) CALL CENTER.—The term “call center”
9 means an operation in which employees (including
10 employees working at one or more facilities or em-
11 ployees working remotely from the home of the em-
12 ployee) receive incoming telephone calls, emails, or
13 other electronic communication for the purpose of
14 providing customer assistance or other service.

15 (5) CONSUMER.—The term “consumer” means
16 any individual within the territorial jurisdiction of
17 the United States who purchases, transacts, or con-
18 tracts for the purchase or transaction of any goods,
19 merchandise, or services, not for resale in the ordi-
20 nary course of the individual’s trade or business, but
21 for the individual’s use or that of a member of the
22 individual’s household.

23 (6) CONTRACTING CALL CENTER WORK OVER-
24 SEAS.—The term “contracting call center work over-
25 seas” means transferring the work of a call center,

1 or of one or more facilities or operating units within
2 a call center comprising at least 30 percent of the
3 total volume of the call center or operating unit
4 when measured against the previous 12-month aver-
5 age call volume of operations or substantially similar
6 operations, through a contract or other agreement to
7 another entity who will perform that work outside of
8 the United States.

9 (7) CUSTOMER SERVICE COMMUNICATION.—

10 The term “customer service communication” means
11 any telecommunication or wire communication be-
12 tween a consumer and a business entity in further-
13 ance of commerce.

14 (8) EMPLOYER.—The term “employer” means

15 any business enterprise that employs in a call cen-
16 ter—

17 (A) 50 or more employees, excluding part-

18 time employees; or

19 (B) 50 or more employees who in the ag-

20 gregate work at least 1,500 hours per week (ex-
21 clusive of hours of overtime).

22 (9) PART-TIME EMPLOYEE.—The term “part-

23 time employee” means an employee who is employed
24 for an average of fewer than 20 hours per week or
25 who has been employed for fewer than 6 of the 12

1 months preceding the date on which notice is re-
2 quired.

3 (10) RELOCATING AND RELOCATION.—The
4 terms “relocating” and “relocation” refer to the clo-
5 sure of a call center, or the cessation of operations
6 of a call center, or one or more facilities or operating
7 units within a call center comprising at least 30 per-
8 cent of the total volume of the call center or oper-
9 ating unit, when measured against the previous 12-
10 month average call volume of operations or substan-
11 tially similar operations, and the transferring of the
12 operations of the call center (or facilities or oper-
13 ating units) to another location outside of the
14 United States.

15 (11) SECRETARY.—The term “Secretary”
16 means the Secretary of Labor.

17 (12) TELECOMMUNICATION.—The term “tele-
18 communication” means the transmission, between or
19 among points specified by the communicator, of in-
20 formation of the communicator’s choosing, without
21 change in the form or content of the information as
22 sent and received.

23 (13) WIRE COMMUNICATION.—The term “wire
24 communication” means the transmission of writing,
25 signs, signals, pictures, and sounds of all kinds by

aid of wire, cable, or other like connection between the points of origin and reception of such transmission, including all instrumentalities, facilities, apparatus, and services (among other things, the receipt, forwarding, and delivery of communications) incidental to such transmission.

TITLE I—CONSEQUENCES FOR RELOCATING OR CONTRACTING CALL CENTER WORK OVERSEAS

SEC. 101. LIST OF CALL CENTERS RELOCATING OR CONTRACTING CALL CENTER WORK OVERSEAS AND INELIGIBILITY FOR GRANTS OR GUARANTEED LOANS.

(a) LIST.—

(1) NOTICE REQUIREMENT.—

(A) IN GENERAL.—Not fewer than 120 days before relocating a call center outside of the United States or contracting call center work overseas, an employer shall notify the Secretary of such relocation or contracting.

(B) PENALTY.—A person who violates subparagraph (A) shall be subject to a civil penalty not to exceed \$10,000 for each day of violation.

1 (2) ESTABLISHMENT AND MAINTENANCE OF
2 LIST.—

3 (A) IN GENERAL.—The Secretary shall es-
4 tablish, maintain, and make available to the
5 public a list of all employers who relocate a call
6 center or contract call center work overseas, as
7 described in paragraph (1)(A).

8 (B) TERM.—Each employer included in
9 the list required by subparagraph (A) shall re-
10 main on the list, except as provided in subpara-
11 graph (C), for a period not to exceed 5 years
12 after each instance of relocating a call center or
13 contracting call center work overseas.

14 (C) REMOVAL.—The Secretary shall re-
15 move an employer from the list required by sub-
16 paragraph (A) if the Secretary determines
17 that—

18 (i)(I) the employer has relocated a call
19 center from a location outside of the
20 United States to a location in the United
21 States; and

22 (II) the new call center in the United
23 States employs a number of employees
24 equal to or greater than the number of em-
25 ployees who worked at the original call

center that was relocated to a location outside of the United States; or

(ii) in the case of an employer who contracted call center work overseas, the employer demonstrates that the contract or agreement has been amended to require that all employees performing call center work under the contract or agreement will be located in the United States.

(b) INELIGIBILITY FOR GRANTS OR GUARANTEED LOANS.—

(1) INELIGIBILITY.—

(A) NEW AWARDS.—

(i) IN GENERAL.—Except as provided in paragraph (2) and clause (ii) and notwithstanding any other provision of law, an employer that appears on the list required by subsection (a)(2)(A) shall be ineligible to apply for or receive any direct or indirect Federal grants or Federal guaranteed loans for 5 years after the date such employer was added to the list.

(ii) EXCEPTION FOR UPCOMING REMOVAL FROM INELIGIBILITY LIST.—

1 (I) IN GENERAL.—An employer
2 that appears on the list required by
3 subsection (a)(2)(A) may be eligible to
4 apply for and receive a grant or loan
5 described in clause (i) if the employer
6 certifies to the awarding agency that
7 the employer will meet the require-
8 ments described in subsection
9 (a)(2)(C) to be removed by the Sec-
10 retary from such list not later than
11 180 days after the date on which the
12 employer receives the grant or loan.

13 (II) CANCELLATION OF GRANT
14 OR LOAN.—With respect to any em-
15 ployer that makes a certification de-
16 scribed in subclause (I) and receives
17 the applicable grant or loan, the
18 awarding agency for such grant or
19 loan shall cancel the grant or loan and
20 clawback any amount of the grant or
21 loan received by such employer if the
22 employer fails to meet the require-
23 ments described in subsection
24 (a)(2)(C) not later than 180 days

1 after the date on which the employer
2 received the grant or loan.

3 (B) EXISTING AWARDS.—

4 (i) IN GENERAL.—Except as provided
5 in paragraph (2) and notwithstanding any
6 other provision of law, an employer that
7 has received any direct or indirect Federal
8 grant or Federal guaranteed loan and,
9 after receiving the grant or loan, is added
10 to the list required by subsection
11 (a)(2)(A)—

12 (I) shall, on a monthly basis dur-
13 ing the term of the grant for each
14 month in which the employer appears
15 on such list, pay a penalty to the
16 awarding agency of the grant or loan
17 equal to 8.3 percent of the total grant
18 or loan payment dispersed to the em-
19 ployer as of the date on which the
20 first penalty is required to be paid
21 under this clause; and

22 (II) shall not be entitled or eligi-
23 ble to receive any further disburse-
24 ment of the grant or loan while on
25 such list.

1 (ii) CANCELLATION.—An agency that
2 has awarded any direct or indirect Federal
3 grant or Federal guaranteed loan to an
4 employer described in clause (i) shall can-
5 cel the grant or loan if the employer re-
6 mains on the list required by subsection
7 (a)(2)(A) as of the date that is one year
8 after the date on which the employer is
9 first required to pay the penalty under
10 subclause (I).

11 (iii) USE OF PENALTY AMOUNTS.—

12 (I) IN GENERAL.—Amounts paid
13 as a penalty under clause (i)(I) to an
14 awarding agency shall be available to
15 the awarding agency, without further
16 appropriation, for the grant or loan
17 program with respect to which the
18 penalty is paid.

19 (II) PROHIBITION ON REDIS-
20 TRIBUTION TO SAME EMPLOYER.—
21 Such amounts shall not be available
22 through such program for the same
23 grant or loan to the employer that
24 paid the penalty amounts.

1 (2) EXCEPTIONS.—The Secretary, in consulta-
2 tion with the appropriate agency providing a loan or
3 grant, may waive the eligibility restriction provided
4 under paragraph (1) if the employer applying for
5 such loan or grant demonstrates that a lack of such
6 loan or grant would—

7 (A) threaten national security;

8 (B) result in substantial job loss in the
9 United States; or

10 (C) harm the environment.

11 (c) PREFERENCE IN FEDERAL CONTRACTING FOR
12 NOT RELOCATING OR CONTRACTING CALL CENTER
13 WORK OVERSEAS.—The head of an agency, when award-
14 ing a civilian or defense-related Federal contract, shall
15 give preference to a United States employer that does not
16 appear on the list required by subsection (a)(2)(A).

17 (d) EFFECTIVE DATE.—This section shall take effect
18 on the date that is 1 year after the date of the enactment
19 of this Act.

20 **SEC. 102. RULE OF CONSTRUCTION RELATED TO FEDERAL**
21 **BENEFITS FOR WORKERS.**

22 No provision of this title shall be construed to permit
23 withholding or denial of payments, compensation, or bene-
24 fits under any provision of Federal law (including Federal
25 unemployment compensation, disability payments, or

1 worker retraining or readjustment funds) to workers em-
2 ployed by employers that relocate operations outside the
3 United States.

4 **SEC. 103. REPORT REGARDING FEDERAL CALL CENTER**
5 **WORK LOCATIONS.**

6 By not later than 1 year after the date of enactment
7 of this Act, the Secretary of Labor shall prepare and sub-
8 mit to Congress a report that documents the location, and
9 amount, of call center work conducted by or for the Fed-
10 eral Government, including—

11 (1) a determination of the amount of such Fed-
12 eral call center work that is conducted by Federal
13 employees, and the amount conducted by Federal
14 contractors;

15 (2) all locations at which such Federal call cen-
16 ter work is being conducted, whether by Federal em-
17 ployees or through Federal contracts; and

18 (3) any job losses associated with the introduc-
19 tion or use of artificial intelligence for customer
20 service for Federal call center work.

21 **SEC. 104. REQUIREMENT THAT CALL CENTER WORK UNDER**
22 **A FEDERAL CONTRACT BE PERFORMED IN-**
23 **SIDE THE UNITED STATES.**

24 The head of an agency, when awarding a civilian or
25 defense-related Federal contract, shall require as a condi-

tion of the contract that any call center work performed in connection with the contract or any subcontract under the contract shall be performed inside the United States.

TITLE II—REQUIRED DISCLOSURES IN CUSTOMER SERVICE COMMUNICATIONS

SEC. 201. REQUIRED DISCLOSURES BY BUSINESS ENTITIES ENGAGED IN CUSTOMER SERVICE COMMUNICATIONS.

(a) REQUIRED DISCLOSURE BY BUSINESS ENTITIES ENGAGED IN CUSTOMER SERVICE COMMUNICATIONS OF PHYSICAL LOCATION.—

(1) IN GENERAL.—Except as provided in paragraph (2), a business entity that either initiates or receives a customer service communication shall require that, at the beginning of each customer service communication so initiated or received, each of its employees or agents participating in the communication disclose—

(A) their physical location; and

(B) if their physical location is outside of the United States, that the consumer may, as provided by subsection (c), request to be immediately transferred to a customer service agent who is physically located in the United States.

1 (2) EXCEPTIONS.—

2 (A) BUSINESS ENTITIES LOCATED IN THE
3 UNITED STATES.—The requirements of para-
4 graph (1) shall not apply to a customer service
5 communication involving a business entity if all
6 of the employees or agents of the business enti-
7 ty participating in such communication are
8 physically located in the United States.

9 (B) COMMUNICATION INITIATED BY CON-
10 SUMER KNOWINGLY TO FOREIGN ENTITY OR
11 ADDRESS.—The requirements of paragraph (1)
12 shall not apply to an employee or agent of a
13 business entity participating in a customer serv-
14 ice communication with a consumer if—

15 (i) the customer service communica-
16 tion was initiated by the consumer;

17 (ii) the employee or agent is physically
18 located outside the United States; and

19 (iii) the consumer knows or reason-
20 ably should know that the employee or
21 agent is physically located outside the
22 United States.

23 (C) EMERGENCY SERVICES.—The require-
24 ments of paragraph (1) shall not apply to a
25 customer service communication relating to the

1 provision of emergency services (as defined by
2 the Federal Trade Commission).

3 (D) BUSINESS ENTITIES AND CUSTOMER
4 SERVICE COMMUNICATIONS EXCLUDED BY FED-
5 ERAL TRADE COMMISSION.—The Federal Trade
6 Commission may exclude certain classes or
7 types of business entities or customer service
8 communications from the requirements of para-
9 graph (1) if the Commission finds exceptionally
10 compelling circumstances that justify such ex-
11 clusion.

12 (b) REQUIRED DISCLOSURE BY BUSINESS ENTITIES
13 ENGAGED IN CUSTOMER SERVICE COMMUNICATIONS OF
14 USE OF ARTIFICIAL INTELLIGENCE FOR CUSTOMER
15 SERVICE.—A business entity that either initiates or re-
16 ceives a customer service communication and uses artifi-
17 cial intelligence for customer service communication shall,
18 at the beginning of each customer service communication
19 so initiated or received, disclose—

20 (1) that a nonhuman, artificial intelligence or
21 machine is being used for customer service; and

22 (2) that the consumer may, as provided by sub-
23 section (c), request to be immediately transferred to
24 a human operator who is physically located in the

1 United States, including, if possible, by voice com-
 2 mand (such as by saying the word “agent”).

3 (c) TRANSFER TO U.S.-BASED HUMAN CUSTOMER
 4 SERVICE CENTER.—A business entity that is subject to
 5 the requirements of subsection (a) or (b) shall, at the re-
 6 quest of a consumer, immediately transfer the consumer
 7 to a human customer service agent who is physically lo-
 8 cated in the United States.

9 (d) CERTIFICATION REQUIREMENT.—Each year,
 10 each business entity that participates in a customer service
 11 communication shall certify to the Federal Trade Commis-
 12 sion that it has complied or failed to comply with the re-
 13 quirements of subsections (a), (b), and (c).

14 (e) REGULATIONS.—Not later than 1 year after the
 15 date of the enactment of this Act, the Federal Trade Com-
 16 mission shall promulgate such regulations as may be nec-
 17 essary to carry out the provisions of this section.

18 (f) EFFECTIVE DATE.—The requirements of sub-
 19 sections (a), (b), (c), and (d) shall apply with respect to
 20 customer service communications occurring on or after the
 21 date that is 1 year after the date of the enactment of this
 22 Act.

23 **SEC. 202. ENFORCEMENT.**

24 (a) IN GENERAL.—Any failure to comply with the
 25 provisions of section 201 shall be treated as a violation

1 of a regulation under section 18(a)(1)(B) of the Federal
2 Trade Commission Act (15 U.S.C. 57a(a)(1)(B)) regard-
3 ing unfair or deceptive acts or practices.

4 (b) POWERS OF FEDERAL TRADE COMMISSION.—

5 (1) IN GENERAL.—The Federal Trade Commis-
6 sion shall prevent any person from violating section
7 201 and any regulation promulgated thereunder, in
8 the same manner, by the same means, and with the
9 same jurisdiction, powers, and duties as though all
10 applicable terms and provisions of the Federal Trade
11 Commission Act (15 U.S.C. 41 et seq.) were incor-
12 porated into and made a part of this Act.

13 (2) PENALTIES.—Any person who violates regu-
14 lations promulgated under section 201 shall be sub-
15 ject to the penalties and entitled to the privileges
16 and immunities provided in the Federal Trade Com-
17 mission Act in the same manner, by the same
18 means, and with the same jurisdiction, power, and
19 duties as though all applicable terms and provisions
20 of the Federal Trade Commission Act were incor-
21 porated into and made part of this Act.

22 (c) AUTHORITY PRESERVED.—Nothing in this sec-
23 tion or section 201 shall be construed to limit the author-

- 1 ity of the Federal Trade Commission under any other pro-
- 2 vision of law.

