

## HR 3596

United States Call Center Worker and Consumer Protection Act

**Congress:** 112 (2011–2013, Ended)

**Chamber:** House

**Policy Area:** Commerce

**Introduced:** Dec 7, 2011

**Current Status:** Referred to the Subcommittee on Commerce, Manufacturing, and Trade.

**Latest Action:** Referred to the Subcommittee on Commerce, Manufacturing, and Trade. (Dec 9, 2011)

**Official Text:** <https://www.congress.gov/bill/112th-congress/house-bill/3596>

### Sponsor

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**Name:** Rep. Bishop, Timothy H. [D-NY-1]

**Party:** Democratic • **State:** NY • **Chamber:** House

**Cosponsors** (139 total)

<b>Cosponsor</b>	<b>Party / State</b>	<b>Role</b>	<b>Date Joined</b>
Rep. Green, Gene [D-TX-29]	D · TX		Dec 7, 2011
Rep. McKinley, David B. [R-WV-1]	R · WV		Dec 7, 2011
Rep. Michaud, Michael H. [D-ME-2]	D · ME		Dec 7, 2011
Rep. Grimm, Michael G. [R-NY-13]	R · NY		Dec 14, 2011
Rep. Clarke, Yvette D. [D-NY-11]	D · NY		Jan 17, 2012
Rep. Higgins, Brian [D-NY-27]	D · NY		Jan 17, 2012
Rep. Hinchey, Maurice D. [D-NY-22]	D · NY		Jan 17, 2012
Rep. Keating, William R. [D-MA-10]	D · MA		Jan 17, 2012
Rep. LoBiondo, Frank A. [R-NJ-2]	R · NJ		Jan 17, 2012
Rep. Lowey, Nita M. [D-NY-18]	D · NY		Jan 17, 2012
Rep. Owens, William L. [D-NY-23]	D · NY		Jan 17, 2012
Rep. Pastor, Ed [D-AZ-4]	D · AZ		Jan 17, 2012
Rep. Rahall, Nick J., II [D-WV-3]	D · WV		Jan 17, 2012
Rep. Sherman, Brad [D-CA-27]	D · CA		Jan 17, 2012
Rep. Ackerman, Gary L. [D-NY-5]	D · NY		Jan 23, 2012
Rep. Nadler, Jerrold [D-NY-8]	D · NY		Jan 23, 2012
Rep. Sánchez, Linda T. [D-CA-39]	D · CA		Jan 23, 2012
Rep. Slaughter, Louise McIntosh [D-NY-28]	D · NY		Jan 24, 2012
Rep. Baca, Joe [D-CA-43]	D · CA		Jan 31, 2012
Rep. Dingell, John D. [D-MI-15]	D · MI		Jan 31, 2012
Rep. Filner, Bob [D-CA-51]	D · CA		Jan 31, 2012
Rep. Kissell, Larry [D-NC-8]	D · NC		Jan 31, 2012
Rep. Pingree, Chellie [D-ME-1]	D · ME		Jan 31, 2012
Rep. Rothman, Steven R. [D-NJ-9]	D · NJ		Jan 31, 2012
Rep. Velazquez, Nydia M. [D-NY-12]	D · NY		Jan 31, 2012
Rep. Clay, Wm. Lacy [D-MO-1]	D · MO		Feb 1, 2012
Rep. Critz, Mark S. [D-PA-12]	D · PA		Feb 1, 2012
Rep. Doyle, Michael F. [D-PA-14]	D · PA		Feb 1, 2012
Rep. Grijalva, Raúl M. [D-AZ-7]	D · AZ		Feb 1, 2012
Rep. Holden, Tim [D-PA-17]	D · PA		Feb 1, 2012
Rep. Kaptur, Marcy [D-OH-9]	D · OH		Feb 1, 2012
Rep. Kildee, Dale E. [D-MI-5]	D · MI		Feb 1, 2012
Rep. Lujan, Ben Ray [D-NM-3]	D · NM		Feb 1, 2012
Rep. Maloney, Carolyn B. [D-NY-14]	D · NY		Feb 1, 2012
Rep. McDermott, Jim [D-WA-7]	D · WA		Feb 1, 2012
Rep. Serrano, Jose E. [D-NY-16]	D · NY		Feb 1, 2012
Rep. Sutton, Betty [D-OH-13]	D · OH		Feb 1, 2012
Rep. Woolsey, Lynn C. [D-CA-6]	D · CA		Feb 1, 2012
Rep. Cleaver, Emanuel [D-MO-5]	D · MO		Feb 2, 2012
Rep. Engel, Eliot L. [D-NY-17]	D · NY		Feb 2, 2012
Rep. Hahn, Janice [D-CA-36]	D · CA		Feb 2, 2012

<b>Cosponsor</b>	<b>Party / State</b>	<b>Role</b>	<b>Date Joined</b>
Rep. Hochul, Kathleen C. [D-NY-26]	D · NY		Feb 2, 2012
Rep. Holt, Rush [D-NJ-12]	D · NJ		Feb 2, 2012
Rep. Olver, John W. [D-MA-1]	D · MA		Feb 2, 2012
Rep. Tonko, Paul [D-NY-21]	D · NY		Feb 2, 2012
Rep. Farr, Sam [D-CA-17]	D · CA		Feb 6, 2012
Rep. Lipinski, Daniel [D-IL-3]	D · IL		Feb 6, 2012
Rep. Schiff, Adam B. [D-CA-29]	D · CA		Feb 6, 2012
Rep. Stark, Fortney Pete [D-CA-13]	D · CA		Feb 7, 2012
Rep. Peters, Gary C. [D-MI-9]	D · MI		Feb 8, 2012
Rep. Rush, Bobby L. [D-IL-1]	D · IL		Feb 8, 2012
Rep. Brown, Corrine [D-FL-3]	D · FL		Feb 14, 2012
Rep. Heinrich, Martin [D-NM-1]	D · NM		Feb 14, 2012
Rep. Kucinich, Dennis J. [D-OH-10]	D · OH		Feb 14, 2012
Rep. Meehan, Patrick [R-PA-7]	R · PA		Feb 14, 2012
Rep. Moran, James P. [D-VA-8]	D · VA		Feb 14, 2012
Rep. Welch, Peter [D-VT-At Large]	D · VT		Feb 14, 2012
Rep. Berman, Howard L. [D-CA-28]	D · CA		Feb 16, 2012
Rep. Honda, Michael M. [D-CA-15]	D · CA		Feb 16, 2012
Rep. Tierney, John F. [D-MA-6]	D · MA		Feb 16, 2012
Rep. Sarbanes, John P. [D-MD-3]	D · MD		Feb 17, 2012
Rep. Braley, Bruce L. [D-IA-1]	D · IA		Feb 28, 2012
Rep. Capuano, Michael E. [D-MA-8]	D · MA		Feb 28, 2012
Rep. Courtney, Joe [D-CT-2]	D · CT		Feb 28, 2012
Rep. Doggett, Lloyd [D-TX-25]	D · TX		Feb 28, 2012
Rep. Napolitano, Grace F. [D-CA-38]	D · CA		Feb 28, 2012
Rep. Sanchez, Loretta [D-CA-47]	D · CA		Feb 28, 2012
Rep. Boswell, Leonard L. [D-IA-3]	D · IA		Feb 29, 2012
Rep. Edwards, Donna F. [D-MD-4]	D · MD		Mar 1, 2012
Rep. Loebsack, David [D-IA-2]	D · IA		Mar 1, 2012
Rep. Pitts, Joseph R. [R-PA-16]	R · PA		Mar 1, 2012
Rep. Altmire, Jason [D-PA-4]	D · PA		Mar 6, 2012
Rep. Cummings, Elijah E. [D-MD-7]	D · MD		Mar 6, 2012
Rep. Hirono, Mazie K. [D-HI-2]	D · HI		Mar 6, 2012
Rep. Israel, Steve [D-NY-2]	D · NY		Mar 6, 2012
Rep. Perlmutter, Ed [D-CO-7]	D · CO		Mar 6, 2012
Rep. Richardson, Laura [D-CA-37]	D · CA		Mar 6, 2012
Rep. Carnahan, Russ [D-MO-3]	D · MO		Mar 19, 2012
Rep. Chandler, Ben [D-KY-6]	D · KY		Mar 19, 2012
Rep. Cohen, Steve [D-TN-9]	D · TN		Mar 19, 2012
Rep. DeLauro, Rosa L. [D-CT-3]	D · CT		Mar 19, 2012
Rep. Fattah, Chaka [D-PA-2]	D · PA		Mar 19, 2012
Rep. Fitzpatrick, Michael G. [R-PA-8]	R · PA		Mar 19, 2012

Cosponsor	Party / State	Role	Date Joined
Rep. Frank, Barney [D-MA-4]	D · MA		Mar 19, 2012
Rep. McGovern, James P. [D-MA-3]	D · MA		Mar 19, 2012
Rep. Murphy, Christopher [D-CT-5]	D · CT		Mar 19, 2012
Rep. Ruppertsberger, C. A. Dutch [D-MD-2]	D · MD		Mar 19, 2012
Rep. Yarmuth, John A. [D-KY-3]	D · KY		Mar 19, 2012
Rep. McCollum, Betty [D-MN-4]	D · MN		Mar 20, 2012
Rep. McIntyre, Mike [D-NC-7]	D · NC		Mar 20, 2012
Rep. Andrews, Robert E. [D-NJ-1]	D · NJ		Mar 21, 2012
Rep. Baldwin, Tammy [D-WI-2]	D · WI		Mar 21, 2012
Rep. Brady, Robert A. [D-PA-1]	D · PA		Mar 21, 2012
Rep. Deutch, Theodore E. [D-FL-19]	D · FL		Mar 21, 2012
Rep. Fudge, Marcia L. [D-OH-11]	D · OH		Mar 21, 2012
Rep. Hanabusa, Colleen W. [D-HI-1]	D · HI		Mar 21, 2012
Rep. Hastings, Alcee L. [D-FL-23]	D · FL		Mar 21, 2012
Rep. Runyan, Jon [R-NJ-3]	R · NJ		Mar 21, 2012
Rep. Eshoo, Anna G. [D-CA-14]	D · CA		Mar 22, 2012
Rep. Roybal-Allard, Lucille [D-CA-34]	D · CA		Mar 22, 2012
Rep. Schwartz, Allyson Y. [D-PA-13]	D · PA		Mar 22, 2012
Rep. Capps, Lois [D-CA-23]	D · CA		Mar 26, 2012
Rep. Clarke, Hansen [D-MI-13]	D · MI		Mar 26, 2012
Rep. Green, Al [D-TX-9]	D · TX		Mar 26, 2012
Rep. McNerney, Jerry [D-CA-11]	D · CA		Mar 26, 2012
Rep. Peterson, Collin C. [D-MN-7]	D · MN		Mar 26, 2012
Rep. Pallone, Frank, Jr. [D-NJ-6]	D · NJ		Mar 28, 2012
Rep. Berkley, Shelley [D-NV-1]	D · NV		Apr 17, 2012
Rep. Conyers, John, Jr. [D-MI-14]	D · MI		Apr 17, 2012
Rep. DeFazio, Peter A. [D-OR-4]	D · OR		Apr 17, 2012
Rep. Ellison, Keith [D-MN-5]	D · MN		Apr 17, 2012
Rep. Garamendi, John [D-CA-10]	D · CA		Apr 17, 2012
Rep. Johnson, Henry C. "Hank," Jr. [D-GA-4]	D · GA		Apr 17, 2012
Rep. Langevin, James R. [D-RI-2]	D · RI		Apr 17, 2012
Rep. Lynch, Stephen F. [D-MA-9]	D · MA		Apr 17, 2012
Rep. Pascrell, Bill, Jr. [D-NJ-8]	D · NJ		Apr 17, 2012
Rep. Thompson, Bennie G. [D-MS-2]	D · MS		Apr 17, 2012
Rep. DeGette, Diana [D-CO-1]	D · CO		Apr 19, 2012
Rep. Chu, Judy [D-CA-32]	D · CA		Apr 24, 2012
Rep. Johnson, Eddie Bernice [D-TX-30]	D · TX		Apr 24, 2012
Rep. Moore, Gwen [D-WI-4]	D · WI		Apr 24, 2012
Rep. Visclosky, Peter J. [D-IN-1]	D · IN		Apr 24, 2012
Rep. Wilson, Frederica S. [D-FL-17]	D · FL		Apr 24, 2012
Rep. Gutierrez, Luis V. [D-IL-4]	D · IL		Apr 26, 2012
Rep. Tsongas, Niki [D-MA-5]	D · MA		Apr 26, 2012

Cosponsor	Party / State	Role	Date Joined
Rep. Markey, Edward J. [D-MA-7]	D · MA		May 7, 2012
Rep. Watt, Melvin L. [D-NC-12]	D · NC		May 8, 2012
Rep. Jackson, Jesse L., Jr. [D-IL-2]	D · IL		May 9, 2012
Rep. Matsui, Doris O. [D-CA-5]	D · CA		May 10, 2012
Rep. Neal, Richard E. [D-MA-2]	D · MA		May 16, 2012
Rep. Rangel, Charles B. [D-NY-15]	D · NY		May 16, 2012
Rep. Scott, Robert C. "Bobby" [D-VA-3]	D · VA		May 16, 2012
Rep. McCarthy, Carolyn [D-NY-4]	D · NY		Jun 5, 2012
Rep. Wasserman Schultz, Debbie [D-FL-20]	D · FL		Jun 5, 2012
Rep. Jackson Lee, Sheila [D-TX-18]	D · TX		Jun 15, 2012
Rep. Cicilline, David N. [D-RI-1]	D · RI		Jun 18, 2012
Rep. Castor, Kathy [D-FL-11]	D · FL		Jun 26, 2012
Rep. Himes, James A. [D-CT-4]	D · CT		Jul 18, 2012
Rep. Speier, Jackie [D-CA-12]	D · CA		Jul 18, 2012

## Committee Activity

Committee	Chamber	Activity	Date
Armed Services Committee	House	Referred To	Dec 7, 2011
Education and Workforce Committee	House	Referred To	Dec 7, 2011
Energy and Commerce Committee	House	Referred to	Dec 9, 2011
Oversight and Government Reform Committee	House	Referred To	Dec 7, 2011

## Subjects & Policy Tags

### Policy Area:

Commerce

## Related Bills

Bill	Relationship	Last Action
112 S 3402	Related bill	<b>Jul 18, 2012:</b> Read twice and referred to the Committee on Commerce, Science, and Transportation.
112 S 1536	Related bill	<b>Sep 9, 2011:</b> Read twice and referred to the Committee on Commerce, Science, and Transportation.

United States Call Center Worker and Consumer Protection Act - Requires a business enterprise that employs 50 or more employees, excluding part-time employees, or 50 or more employees who in the aggregate work at least 1,500 hours per week, exclusive of overtime, in a call center to notify the Secretary of Labor at least 120 days before relocating such center outside of the United States. Subjects violators to a civil penalty of up to \$10,000 a day. Directs the Secretary to maintain and make publicly available a list of all such employers that relocate a call center.

Requires such an employer to remain on the list for up to three years after each relocation. Makes such an employer ineligible for federal grants or federal guaranteed loans for five years after being added to the list, except where the employer demonstrates that a lack of such loan or grant would threaten national security, result in substantial job loss in the United States, or harm the environment. Requires the head of federal or state executive agency or military department, when awarding a civilian or defense-related contract, to give preference to a U.S. employer that does not appear on the list.

Requires a business entity that initiates or receives a customer service communication to require each of its employees or agents participating in the communication to disclose their physical location at the beginning of each such communication unless all involved employees or agents are located in the United States. Exempts any communication: (1) initiated by a consumer if the consumer knows or reasonably should know that the employee or agent is located outside the United States, or (2) related to the provision of emergency services. Requires such a business entity, upon request, to transfer a customer to a customer service agent who is physically located in the United States.

Authorizes the Federal Trade Commission (FTC) to exclude certain classes or types of business entities or customer services communications from the requirements of this Act under exceptionally compelling circumstances. Sets forth enforcement provisions.

### **Actions Timeline**

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- **Dec 9, 2011:** Referred to the Subcommittee on Commerce, Manufacturing, and Trade.
- **Dec 7, 2011:** Introduced in House
- **Dec 7, 2011:** Referred to the Committee on Energy and Commerce, and in addition to the Committees on Oversight and Government Reform, Armed Services, and Education and the Workforce, for a period to be subsequently determined by the Speaker, in each case for consideration of such provisions as fall within the jurisdiction of the committee concerned.