

S 1792

United States Call Center Worker and Consumer Protection Act of 2019

Congress: 116 (2019–2021, Ended)

Chamber: Senate

Policy Area: Commerce

Introduced: Jun 12, 2019

Current Status: Read twice and referred to the Committee on Commerce, Science, and Transportation.

Latest Action: Read twice and referred to the Committee on Commerce, Science, and Transportation. (Jun 12, 2019)

Official Text: <https://www.congress.gov/bill/116th-congress/senate-bill/1792>

Sponsor

Name: Sen. Casey, Robert P., Jr. [D-PA]

Party: Democratic • **State:** PA • **Chamber:** Senate

Cosponsors (18 total)

Cosponsor	Party / State	Role	Date Joined
Sen. Baldwin, Tammy [D-WI]	D · WI		Jun 12, 2019
Sen. Blumenthal, Richard [D-CT]	D · CT		Jun 12, 2019
Sen. Brown, Sherrod [D-OH]	D · OH		Jun 12, 2019
Sen. Cortez Masto, Catherine [D-NV]	D · NV		Jun 12, 2019
Sen. Durbin, Richard J. [D-IL]	D · IL		Jun 12, 2019
Sen. Harris, Kamala D. [D-CA]	D · CA		Jun 12, 2019
Sen. Manchin, Joe, III [D-WV]	D · WV		Jun 12, 2019
Sen. Peters, Gary C. [D-MI]	D · MI		Jun 12, 2019
Sen. Rosen, Jacky [D-NV]	D · NV		Jun 12, 2019
Sen. Stabenow, Debbie [D-MI]	D · MI		Jun 12, 2019
Sen. Van Hollen, Chris [D-MD]	D · MD		Jun 12, 2019
Sen. Udall, Tom [D-NM]	D · NM		Jul 9, 2019
Sen. Murphy, Christopher [D-CT]	D · CT		Jul 18, 2019
Sen. Sinema, Kyrsten [D-AZ]	D · AZ		Jul 22, 2019
Sen. Cardin, Benjamin L. [D-MD]	D · MD		Sep 9, 2019
Sen. Gillibrand, Kirsten E. [D-NY]	D · NY		Sep 9, 2019
Sen. Markey, Edward J. [D-MA]	D · MA		Sep 11, 2019
Sen. Jones, Doug [D-AL]	D · AL		May 19, 2020

Committee Activity

Committee	Chamber	Activity	Date
Commerce, Science, and Transportation Committee	Senate	Referred To	Jun 12, 2019

Subjects & Policy Tags

Policy Area:

Commerce

Related Bills

Bill	Relationship	Last Action
116 HR 3219	Identical bill	Jun 13, 2019: Referred to the Subcommittee on Consumer Protection and Commerce.

Summary (as of Jun 12, 2019)

United States Call Center Worker and Consumer Protection Act of 2019

This bill establishes restrictions on businesses that relocate call centers or redirect customer service calls to locations outside the United States.

Specifically, a business must notify the Department of Labor that it intends to move its customer service call center overseas and Labor must maintain a publicly available list of such businesses. Subject to narrow exceptions, a business appearing on such list is ineligible to receive federal grants or guaranteed loans for five years after the business is added to the list. Further, agencies must condition the awarding of government contracts on the requirement that any call center activity pursuant to the contract must be performed in the United States.

Additionally, the bill requires call center employees to disclose their physical location at the beginning of each call initiated or received, unless all employees of the business participating in the communication are located in the United States, among other exceptions.

Actions Timeline

- **Jun 12, 2019:** Introduced in Senate
- **Jun 12, 2019:** Read twice and referred to the Committee on Commerce, Science, and Transportation.

LegiList

CONGRESS, MADE CLEAR.

Search Every Federal Bill, Law, and Vote

LegiList is the fastest way to research Congress. Track any bill from introduction to enactment, see how every legislator voted, follow committee activity, and read the full text of every bill — all in one place, always up to date.

legilist.com

Free Course: Learn How Congress Actually Works

LegiList Learn is a free, self-paced course that walks through the entire legislative process — from drafting a bill to a presidential signature. Seven modules, plain language, no politics. Earn a certificate when you finish.

legilist.com/learn

Developer API: Build Apps on Legislative Data

The LegiList API gives developers direct access to bills, votes, legislators, committees, and more. Start free with 1,000 requests per day — no credit card required. Upgrade to Pro when you need to scale.

legilist.com/api

Public data belongs to the public. — legilist.com