

S 2495

Keep Call Centers in America Act of 2025

Congress: 119 (2025–2027, Current)

Chamber: Senate

Policy Area: Science, Technology, Communications

Introduced: Jul 29, 2025

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. (Jul 29, 2025)

Official Text: <https://www.congress.gov/bill/119th-congress/senate-bill/2495>

Sponsor

Name: Sen. Gallego, Ruben [D-AZ]

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

Cosponsors (1 total)

Cosponsor	Party / State	Role	Date Joined
Sen. Justice, James C. [R-WV]	R · WV		Jul 29, 2025

Committee Activity

Committee	Chamber	Activity	Date
Commerce, Science, and Transportation Committee	Senate	Referred To	Jul 29, 2025

Subjects & Policy Tags

Policy Area:

Science, Technology, Communications

Related Bills

Bill	Relationship	Last Action
119 HR 4954	Identical bill	Aug 12, 2025: Referred to the Committee on Energy and Commerce, and in addition to the Committees on Education and Workforce, Oversight and Government Reform, and Armed Services, 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.

Keep Call Centers in America Act of 2025

This bill generally requires businesses to make U.S.-based, human customer service agents available to consumers and makes certain businesses ineligible for federal loans or grants if they relocate a call center overseas or contract for overseas call center work.

Generally, at the beginning of a customer service communication, agents must disclose their location and, if the agent is outside of the United States, that the consumer may request immediate transfer to a U.S.-based agent. Businesses that use artificial intelligence (AI) for customer service communications must also disclose that a nonhuman AI or machine is being used and that the consumer may request immediate transfer to a U.S.-based, human agent.

Separately, the Department of Labor must maintain a list of businesses that operate call centers of a specified size and that either relocate a call center out of the United States or contract call center work overseas. Businesses must generally remain on the list for up to five years, but Labor must remove a business from the list if the business meets certain requirements.

Businesses on the list are generally ineligible for federal grants or federally guaranteed loans for a specified period. Businesses with existing federal grants or loans that are added to the list must pay a monthly penalty and are ineligible for further disbursement while they remain on the list. If such a business remains on the list after one year, the grant or loan must be cancelled.

Actions Timeline

- **Jul 29, 2025:** Introduced in Senate
- **Jul 29, 2025:** Read twice and referred to the Committee on Commerce, Science, and Transportation.

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