

Keep Call Centers in America Act of 2025 Section by Section

Sec. 1-2. Short title, table of contents, and 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.

- Stipulates that employers must give DOL 120 days' notice before relocating or contracting call center work outside the U.S. These employers will be included on a public DOL list. Employees may be removed from the list if they relocate call center work back to the U.S. and employ equal to or greater the number of employees as the call center that was located outside the U.S.; or amend contracts to require employees to be located in the U.S.
- Employers on this list are ineligible to apply for or receive new Federal grants or guaranteed loans for 5 years after being added. Employers *may* be eligible for new grants if they meet the requirements to be removed from the list within 180 days.
- Employers that are added to the DOL list after receiving a Federal grant or loan must pay a monthly penalty equal to 8.3% of the total award already dispersed to them and are not eligible to receive further funds disbursement. The award will be cancelled if the employer remains on the list for one year.
- Exceptions may be made if it's demonstrated that the loss of the award would threaten national security, result in substantial job loss in the U.S., or harm the environment.
- Agencies are to give preference to U.S. employers that do not appear on the list when awarding contracts and require that all call center work performed on federal contracts be performed in the U.S.

Sec. 102. Rule of Construction Related to Federal Benefits for Workers

- Clarifies that no workers' federal payments, compensation, or benefits shall be withheld even if an employer is on the DOL list.

Sec. 103. Report Regarding Federal Call Center Work Location

- Directs DOL to create a report to Congress on call center work conducted for or by the Federal government — including the amount of work performed by Federal employees and contractors, the locations of such work, and any job losses due to the use of artificial intelligence used for customer service.

Sec. 104. Requirement that Call Center Work Under a Federal Contract be Performed Inside the United States

- Requires call center work be performed in the U.S. as a condition of civilian or defense Federal contracts.

TITLE II —REQUIRED DISCLOSURES IN CUSTOMER SERVICE COMMUNICATIONS

Sec. 201. Required Disclosures by Business Entities Engaged in Customer Service Communications

- Requires that customer service employees disclose their physical location at the beginning of communications. If they are located outside the U.S., the customer may request to be immediately transferred to a customer service agent in the U.S. Exceptions are made for call centers located in the U.S., if the consumer reasonably knows the employee is located outside the U.S., and emergency services communication. Other exceptions may be made by the FTC.
- Requires that customer service communication disclose if a nonhuman, artificial intelligence or machine is being used for customer service at the beginning of such communication and stipulates that the customer may request to be immediately transferred to a human operator in the U.S.
- Customer service businesses must annually certify compliance with the above requirements with the FTC. Requirements are effective 1 year after enactment.

Sec. 202. Enforcement

- Failure to comply with section 201 is to be treated as a violation of the Federal Trade Commission Act.