

S 1873 IS

108th CONGRESS
1st Session
S. 1873

To require employees at a call center who either initiate or receive telephone calls to disclose the physical location of such employees, and for other purposes.

IN THE SENATE OF THE UNITED STATES

November 17, 2003

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

A BILL

To require employees at a call center who either initiate or receive telephone calls to disclose the physical location of such employees, and for other purposes.

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,

SECTION 1. SHORT TITLE.

This Act may be cited as the 'Call Center Consumer's Right to Know Act of 2003'.

SEC. 2. CALL CENTER REQUIREMENTS.

(a) **IN GENERAL-** A United States corporation or its subsidiaries that utilizes a call center to initiate telephone calls to, or receive telephone calls from, individuals located in the United States, shall require each employee in the call center to disclose the physical location of such employee at the beginning of each telephone call so initiated or received.

(b) **CERTIFICATION REQUIREMENT-** A corporation or subsidiary described in subsection (a) shall annually certify to the Federal Trade Commission whether or not the corporation or subsidiary, and the employees of the corporation or subsidiary at its call centers, have complied with that subsection.

(c) **NONCOMPLIANCE-** A corporation or subsidiary that violates subsection (a) shall be subject to such civil penalties as the Federal Trade Commission prescribes under section 3.

(d) **CALL CENTER DEFINED-** In this section, the term 'call center' means a location that provides customer-based service and sales assistance or technical

assistance and expertise to individuals located in the United States via telephone, the Internet, or other telecommunications and information technology.

SEC. 3. FEDERAL TRADE COMMISSION RULES.

Not later than 9 months after the date of enactment of this Act, the Federal Trade Commission shall prescribe rules to provide for effective monitoring and compliance with this Act. The Federal Trade Commission's rulemaking shall include appropriate civil penalties for noncompliance with this Act.

END