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Senate Bill Requires Disclosure of Offshore Call Center Location

September 21, 2011 by Steve Semerdjian

In a [previous post](#), we reported that Sen. Claudia McCaskill (D-Mo.) had announced that she was drafting legislation that would require companies to disclose their call center locations to consumers. This legislation, co-sponsored by Sens. McCaskill and Bob Casey (D-Penn.) has recently been introduced in the Senate by Sen. Charles Schumer (D-N.Y.).

The [Notification of Origin of Telecommunications and Internet Consumer Exchange \(NOTICE\) Act \(S.1536\)](#) would require that a “business entity that either initiates or receives a customer service communication shall require that each of its employees or agents participating in the communication disclose their physical location at the beginning of each customer service communication so initiated or received.” The bill specifically exempts customer service communication to and from call centers located in the U.S., thereby targeting U.S. companies that have offshored their call centers.

For further details about the NOTICE Act, please see our [client alert](#).

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