

Make the call to protect jobs and consumers.



Tell your state senator to support the NYS Call Center Bill

Call Your New York State Senator

CALL: 1-855-980-2128

Tell your NY State Senator:

“Support the NYS Call Center Bill (A.7615A/S.6282A) to protect and create good jobs and end tax breaks for offshoring call center jobs.”

Over the past ten years, New York lost 37,310 call center jobs. Verizon has sent at least 1000 good NY call center jobs overseas.

- **New York should not subsidize corporations that destroy jobs.** Grants, loans, tax benefits, contracts, and other financial assistance should be withheld from companies that shift jobs overseas.
- **New York should incentivize corporations to bring back good jobs.** This legislation creates tax credits for each call center job they bring back from overseas subject to age requirements.
- **New York needs high-quality jobs.** Verizon has outsourced DSL technical service calls and FiOS customer service work overseas to Mexico, Canada, the Philippines and India. Other companies have also moved work overseas. Our state badly needs high-quality jobs.
- **Overseas Call Centers Fail to Protect Customer Data and Privacy.** Domestic call centers protect customer data better than overseas call centers. For example, a PricewaterhouseCoopers survey found that 83 percent of outsourcing companies in India surveyed had information security breaches during the previous year.

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