



Protecting Call Center Jobs & Consumers Frequently Asked Questions CWA Local 1298

The CT Call Center Bill prevents companies that move call center jobs out of state from receiving any public taxpayer money.

The Facts

- There are over 31,000 call center workers in Connecticut. CWA Local 1298 represents about 600 of these workers.
- This legislation aims to prevent the outsourcing of jobs from Connecticut to other locations.
- Call center employers with more than 50 employees that move 30% or more of their operations out of the state would no longer be able to get tax breaks or other state incentives.
- Business would be required to notify the state 100 days prior to relocation or face a fine.
- The state would keep a bad actors list for up to five years and companies on the list would be prohibited from obtaining state grants, loans and tax benefits.
- The bill would also require state agencies to use state call centers for their customer service.

CO-SPONSOR AN ACT CONCERNING CALL CENTERS AND NOTICE OF CLOSURE (HB6383) TO PROTECT GOOD CONNECTICUT JOBS!

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Will the bill prevent businesses from coming to Connecticut?

Any business receiving tax breaks from the state should commit to keeping their jobs here. The bill creates transparency where there currently is none, so as long as companies honor their commitments to Connecticut, they have nothing to worry about. Connecticut taxpayer funds should not act as a backdoor subsidy for companies to outsource customer service jobs.

Why do we need this bill?

When the 2017 GOP tax bill slashed corporate tax rates nearly in half, corporations promised to reinvest in their companies and workers. Instead, the tax bill has actively encouraged corporations to send jobs overseas by taxing profit made abroad at half the already lowered rate.

The result? AT&T received \$20 billion in corporate tax breaks, then proceeded to kill 10,700 union jobs in 2018. And in February 2019, AT&T announced the closing of multiple Meriden, CT call centers, eliminating 90 good jobs from the community.