March 2, 2012

We, the undersigned organizations, strongly oppose S. 1536, the “Notification of Origin of Telecommunications and Internet Consumer Exchanges Act of 2011.”

As proposed, S. 1536 would negatively impact a wide array of business sectors including: telecommunications, consumer electronics, equipment manufacturers, financial services, credit card firms, and major retailers. Specifically, S. 1536 would require customer service agents to identify their physical location at the outset of each and every phone call, needlessly increasing time for consumers seeking assistance. Moreover, businesses would be mandated annually to certify compliance with the provisions of this legislation.

For consumers, this bill would curtail the level of customer service support that people expect when purchasing goods and services. Moreover, by indirectly pressuring U.S. businesses to use call centers exclusively within the United States, the ability of companies to offer robust 24-hour customer service and product support would be undermined.

Passage of this legislation would increase costs and regulatory burdens for companies and would weaken customer service support for American consumers. The undersigned organizations strongly urge you to oppose this misguided legislation and urge you to reject any effort to include such legislation as part of any other bill.

Sincerely,

Cargill, Incorporated
The Coalition of Service Industries
Consumer Electronics Association
Covergys Corporation
HR Policy Association
Kiewit Corporation
LORD Corporation
National Association of Manufacturers
National Retail Federation
Retail Industry Leaders Association
Security Industry Association
TechAmerica
Telecommunications Industry Association (TIA)
Texas Association of Business
U.S. Chamber of Commerce
Universal Weather and Aviation