

**SUBSTITUTE FOR  
HOUSE BILL NO. 5164**

A bill to create the call center jobs retention act; to provide for the powers and duties of certain state governmental officers and entities; to impose certain duties on certain employers; and to prescribe civil sanctions.

**THE PEOPLE OF THE STATE OF MICHIGAN ENACT:**

1           Sec. 1. This act may be cited as the "call center jobs  
2 retention act".

3           Sec. 3. As used in this act:

4           (a) "Call center" means a centralized office used primarily  
5 for receiving or transmitting customer requests or inquiries by  
6 telephone.

7           (b) "Department" means the department of labor and economic  
8 opportunity.

1 (c) "Employer" means a person that employs, either full-time  
2 or part-time, 50 or more individuals at a call center.

3 (d) "Person" means an individual or a sole proprietorship,  
4 partnership, association, corporation, or any other legal entity.

5 Sec. 5. (1) An employer shall notify the department at least  
6 30 days before the employer does either of the following:

7 (a) Relocates either of the following from this state to a  
8 foreign country:

9 (i) A call center.

10 (ii) A facility or operating unit within a call center  
11 comprising at least 30% of the call center's total call volume as  
12 measured against the call center's average call volume during the  
13 immediately preceding 12-month period.

14 (b) Closes or otherwise ceases the operations of a call center  
15 or of a facility or operating unit described in subdivision (a) (ii)  
16 if the employer contracts with or intends to contract with a person  
17 to provide the same services that the call center, facility, or  
18 operating unit provided in a foreign country.

19 (2) An employer that violates subsection (1) is subject to a  
20 civil fine of not more than \$10,000.00. The prosecutor of the  
21 county in which the violation occurred or the attorney general may  
22 bring an action to collect the fine. A fine collected must be  
23 deposited in the general fund.

24 Sec. 7. Beginning 6 months after the effective date of this  
25 act, and every 6 months thereafter, the department shall compile a  
26 registry of the employers required to provide notice under section  
27 5(1) and publish the registry on its website. The registry must  
28 include all of the following information:

29 (a) The name of the employer.

1 (b) The date of the relocation or closing, as applicable.

2 (c) The number of jobs to be relocated or eliminated, as  
3 applicable.

4 (d) The location of the relocated or new call center,  
5 facility, or operating unit, including the name of the city and the  
6 country.

7 Enacting section 1. This act takes effect 90 days after the  
8 date it is enacted into law.