

Good Afternoon, My name is Renee Rouser and I am a call center worker for AT&T in Boardman Ohio. I have been there for (X number of years) years. My job is extremely important to me, my family, and my community.

For decades companies have been outsourcing good middle class jobs overseas and the effects it has had on my community has been devastating.

These are good valuable middle class jobs that we should be staffed by qualified American workers and not sent overseas where workers earn poverty wages.

My coworkers and I frequently hear from our customers who are frustrated because their initial calls went overseas to a vendor who couldn't resolve their issues. I care about my customers; I take pride in my work and know that I have the proper training, experience, and expertise to help handle any issues that my customers have.

My call center job is important to my family and me, but it is also very important to my community. The loss of over 300 good paying middle class jobs would have an immediate negative impact on Boardman and many of the business in the surrounding area.

This shouldn't be a political or controversial issue. Standing up for working families in Ohio is the right thing to do. The Call Center Consumer Protection act is common sense for thousands of working families in Ohio. It's a win for customers, workers, employers, and communities all over Ohio.

I want to thank the sponsors and co-sponsors of this legislation as well as the chair and all of you for the chance to tell my story today.