

Good Afternoon, My name is Anne Pascarella and I am a call center worker in Boardman Ohio. I have been employed in this industry for 9 years. My job is important to me, my family and the community in which I live and work.

Customer service, specifically call center support jobs, provide a quality middle class wage for my coworkers and myself and action should be taken to reverse the trend of offshoring.

I am tired of seeing news reports of customer service jobs being exported overseas. As Ohioans we need to take action.

Similar legislation has been passed in Alabama, Louisiana and Maine. I think Ohio should be leading in efforts to protect it's workers and the economic well being of the state as a whole, much like the states that have already acted on this issue.

I am encouraged to see this bipartisan legislation finally moving forward. The Call Center Consumer Protection act is common sense for thousands of working families in Ohio

Thank you for allowing me to make my voice heard today. Please vote to enact SB 144.