



126th MAINE LEGISLATURE

SECOND REGULAR SESSION-2014

Legislative Document

No. 1710

S.P. 676

In Senate, January 8, 2014

An Act To Retain Call Centers in Maine

Approved for introduction by a majority of the Legislative Council pursuant to Joint Rule 203.

Reference to the Committee on Labor, Commerce, Research and Economic Development suggested and ordered printed.

A handwritten signature in black ink, appearing to read 'D M Grant'.

DAREK M. GRANT
Secretary of the Senate

Presented by Senator JACKSON of Aroostook.
Cosponsored by Representative HERBIG of Belfast and
Senators: President ALFOND of Cumberland, HASKELL of Cumberland, PATRICK of
Oxford, Representatives: Speaker EVES of North Berwick, McCABE of Skowhegan,
PLANTE of Berwick.

1 **Be it enacted by the People of the State of Maine as follows:**

2 **Sec. 1. 26 MRSA c. 43** is enacted to read:

3 **CHAPTER 43**

4 **CALL CENTER RETENTION**

5 **§3501. Definitions**

6 As used in this chapter, unless the context otherwise indicates, the following terms
7 have the following meanings.

8 **1. Agency.** "Agency" means an executive branch agency of the State.

9 **2. Call center.** "Call center" means a business enterprise that employs, for the
10 purpose of customer service or back office operations:

11 A. Fifty or more employees, excluding part-time employees; or

12 B. Fifty or more employees who in the aggregate work at least 1,500 hours per week,
13 excluding overtime hours.

14 **3. Commissioner.** "Commissioner" means the Commissioner of Labor.

15 **4. Employer.** "Employer" means a person, partnership, firm, association or
16 corporation, public or private, that operates a call center.

17 **5. Part-time employee.** "Part-time employee" means an employee who works an
18 average of less than 20 hours per week or who has been employed for less than 6 months
19 during the 12 months preceding the date on which notice is required pursuant to section
20 3502, subsection 1.

21 **§3502. Notice requirement; list of employers**

22 **1. Notice requirement.** An employer that intends to relocate a call center, or one or
23 more facilities or operating units within a call center handling at least 30% of the call
24 center's total call volume for the previous 12 months, from the State to a foreign country
25 shall notify the commissioner at least 120 days before the relocation.

26 **2. List.** The commissioner shall compile a semiannual list of all employers that
27 relocate a call center or one or more facilities or operating units within a call center as
28 described in subsection 1. The commissioner shall distribute the list to all agencies under
29 the jurisdiction of the commissioner.

30 **3. Penalty.** An employer who fails to notify the commissioner of the relocation of a
31 call center at least 120 days before the relocation may be assessed a fine of \$10,000 for
32 each day the employer fails to notify the commissioner, except that the commissioner
33 may reduce the amount for just cause shown.

1 notify the Commissioner of Labor of the relocation of a call center at least 120 days
2 before the relocation, a daily fine of \$10,000 may be assessed.