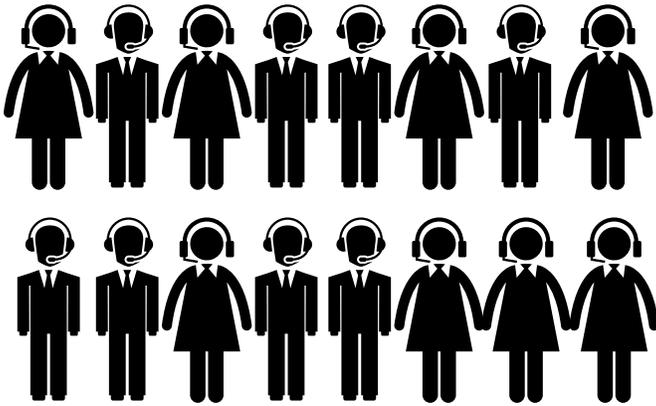


CALL CENTER JOBS IN NEW YORK STATE

There are **260,000** call center workers in New York State.



CWA represents **4,000** call center workers in New York.

The average wage for a call center worker is **\$40,500**.

Outsourcing and offshoring hurts communities.

Call center jobs are easier to move than other jobs, making them a prime outsourcing target for CEOs.

AT&T just announced the closing of their Syracuse call center, eliminating 150 good paying jobs.

It's corporate greed at its worst. Working class families can't get ahead if companies continue to ship jobs away.



Since 2006, New York has lost more than **37,000** call center jobs - a decline of **12.5%**.

The **NYS CALL CENTER JOBS ACT (A567A/S1826)** would

- End grants, loans, and tax benefits for companies that move at least 30% of calls out of state.
- Require all state agency business related to call center work is performed by companies located in New York.