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## FCC Seeks To Regulate Use Of Offshore Call Centers By Communications Service Providers – What You Need To Know

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The Federal Communications Commission (“FCC”) currently is seeking comment on the adoption of certain restrictions and disclosure requirements associated with the use of offshore call centers by communications service providers. The FCC’s proposals reflect concerns regarding consumer experience, privacy, data protection, and national security associated with call center operations located outside of the United States.

The proposed rules would apply to communications relating to telecommunications, wireless, interconnected Voice over Internet Protocol (“VoIP”), cable television, and direct broadcast satellite (“DBS”) services, including communications relating to Internet access services offered by those providers or their affiliates. The FCC also seeks comment on whether the proposed rules should apply to other types of communications, including online chats, text messages, and electronic mail messages.

Currently, comments on the FCC’s proposals are due by May 26, 2026, and reply comments are due by June 22, 2026, although some parties have requested that the FCC extend those deadlines in light of the complexity and scope of the proposals.

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### Attorney

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