

House Resolution 1145

By: Representatives Smyre of the 136th, Childers of the 13th, Smith of the 169th, Murphy of the 18th, Buck of the 135th and others

A RESOLUTION

- 1 Urging BellSouth to reconsider relocating its Georgia call centers; and for other purposes.
- 2 WHEREAS, BellSouth recently announced that the corporation plans to relocate the call
3 centers operating in nine Georgia cities into three cities; and
- 4 WHEREAS, the relocation proposal constitutes a major change in the operation of BellSouth
5 services for Georgia citizens, businesses, and local governments, and tremendous upheaval
6 in the lives of company employees whose livelihood and family security are threatened; and
- 7 WHEREAS, the proposal removes the call centers that operate currently in Macon, Albany,
8 Valdosta, Savannah, Columbus, Rome, Athens, Austell, and Atlanta and leaves the whole
9 territory in South Georgia without customer service from call centers in the region; and
- 10 WHEREAS, call centers constitute the customer service network of BellSouth and include
11 the service representatives, collection representatives, and the marketing representatives; and
- 12 WHEREAS, BellSouth's proposal will uproot those families that are compelled to relocate
13 according to the company directive, and the large number of long-term employees who
14 cannot move to follow their jobs will simply be left behind financially and emotionally; and
- 15 WHEREAS, dedicated women constitute the principal class of employees tragically affected
16 by the relocation proposal, and traditionally they are not permitted to follow their jobs; and
- 17 WHEREAS, Georgia's communities surrounding these nine cities will suffer a significant
18 reduction in anticipated revenue and serious trauma will be inflicted on the lives of decent,
19 dedicated citizens whose well being and that of their families will be placed in jeopardy.

1 NOW, THEREFORE, BE IT RESOLVED BY THE HOUSE OF REPRESENTATIVES that
2 the members of this body urge BellSouth to revisit its proposed relocation of the Georgia call
3 centers given the severe economic and emotional consequences of such a move.

4 BE IT FURTHER RESOLVED that the Clerk of the House of Representatives is authorized
5 and directed to transmit an appropriate copy of this resolution to BellSouth.