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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.  
See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

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## FCC Chairman Genachowski Announces 100,000 New Broadband-Enabled Call Center Jobs with Business Leaders

*Genachowski makes Jeffersonville, Indiana first stop in a national “American Innovation Tour” to spotlight and promote the benefits of broadband across the country*

Washington, D.C. – FCC Chairman Julius Genachowski today joined business leaders from Jobs4America – a coalition of call center companies -- in Jefferson, Indiana, to **announce the creation of 100,000 new broadband-enabled, call center jobs over the next two years in the U.S., helping to revive some communities hardest hit by the economic downturn.** Many of these call center jobs will be brought on-shore from foreign countries and can be performed at a new cell center or through connectivity at home. Broadband deployment and adoption has been a central focus of the Genachowski FCC. Working with the private and public sectors, millions of Americans are experiencing the benefits of broadband – more jobs, better education, enhanced public safety, and quality health care.

An average of 4,000 call center jobs are being created each month in the U.S. In the second quarter of 2011, over 18,000 new call center jobs were created in the U.S. Chairman Genachowski announced today that 175 new jobs will come to Jeffersonville, Indiana including jobs that can be performed at home to benefits people with disabilities or working parents who need more flexibility. Call center employees will handle customer service calls for companies like BJ’s Wholesale Club and Charbroil.

**Chairman Genachowski said,** “This initiative involves meaningful job creation that will have a meaningful impact across America. Bringing broadband to your town and home in the 21st century is like bringing in electricity in the 20th – connecting you and your community to the larger economy and opening up new worlds of commerce and opportunity.”

“We are in the midst of a broadband evolution that is transforming the notion of the traditional contact center,” **said ACCENT CEO Tim Searcy.** “Thanks to the advancements brought on by the FCC under Chairman Genachowski’s leadership, ACCENT is creating 2,000 new jobs that will utilize broadband technology to enable multichannel customer service across phone, online and social media. Through the expansion of broadband, our engagement specialists now have the flexibility to perform these new jobs at our engagement centers or through connectivity at home.”

For more information, visit: [http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/DOC-308896A1.pdf](http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-308896A1.pdf)