

118TH CONGRESS
1ST SESSION

H. R. 6656

To direct the Secretary of Veterans Affairs and the Commissioner of Social Security to implement automated systems with callback functionality for each customer service telephone line of the Department of Veterans Affairs and the Social Security Administration, respectively, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

DECEMBER 7, 2023

Mr. CALVERT (for himself and Mr. CUELLAR) introduced the following bill; which was referred to the Committee on Ways and Means, and in addition to the Committee on Veterans' Affairs, for a period to be subsequently determined by the Speaker, in each case for consideration of such provisions as fall within the jurisdiction of the committee concerned

A BILL

To direct the Secretary of Veterans Affairs and the Commissioner of Social Security to implement automated systems with callback functionality for each customer service telephone line of the Department of Veterans Affairs and the Social Security Administration, respectively, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Stuck On Hold Act”.

1 **SEC. 2. IMPROVEMENTS REGARDING WAIT TIMES OF CALL-**
2 **ERS TO CUSTOMER SERVICE TELEPHONE**
3 **LINES OF CERTAIN AGENCIES.**

4 (a) CUSTOMER SERVICE TELEPHONE LINES OF THE
5 DEPARTMENT OF VETERANS AFFAIRS.—

6 (1) AUTOMATED SYSTEM.—Not later than 1
7 year after the date of the enactment of this Act, the
8 Secretary of Veterans Affairs shall implement for
9 each customer service telephone line of the Depart-
10 ment of Veterans Affairs an automated system
11 that—

12 (A) informs any caller to such a telephone
13 line about the anticipated wait time, if any; and

14 (B) automatically offers a callback to any
15 such caller with an anticipated wait time of
16 more than 15 minutes.

17 (2) GUIDANCE REGARDING CALLER WAIT
18 TIMES.—The Secretary shall issue such guidance as
19 is necessary to reduce the average wait time of call-
20 ers to a customer service telephone line of the De-
21 partment to not more than 15 minutes. All calls will
22 be answered in the order in which they are received.

23 (b) CUSTOMER SERVICE TELEPHONE LINES OF THE
24 SOCIAL SECURITY ADMINISTRATION.—

25 (1) AUTOMATED SYSTEM.—Not later than 1
26 year after the date of the enactment of this Act, the

1 Commissioner of Social Security shall implement for
2 each customer service telephone line of the Social
3 Security Administration an automated system
4 that—

5 (A) informs any caller to such a telephone
6 line about the anticipated wait time, if any; and

7 (B) automatically offers a callback to any
8 such caller with an anticipated wait time of
9 more than 15 minutes. All calls will be an-
10 swered in the order in which they are received.

11 (2) GUIDANCE REGARDING CALLER WAIT
12 TIMES.—The Commissioner shall issue such guid-
13 ance as is necessary to reduce the average wait time
14 of callers to a customer service telephone line of the
15 Social Security Administration to not more than 15
16 minutes.

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