

**AMENDMENT IN THE NATURE OF A SUBSTITUTE
TO H.R. 6656**

OFFERED BY M_{r.} *Van Orden*

Strike all after the enacting clause and insert the following:

1 **SECTION 1. SHORT TITLE.**

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

3 **SEC. 2. IMPROVEMENTS REGARDING WAIT TIMES FOR**

4 **CALLERS TO CERTAIN SERVICE TELEPHONE**

5 **LINES OF CERTAIN AGENCIES.**

6 (a) **CERTAIN SERVICE TELEPHONE LINES OF THE**

7 **DEPARTMENT OF VETERANS AFFAIRS.—**

8 (1) **AUTOMATED SYSTEM.—**Not later than one

9 year after the date of the enactment of this Act, the

10 Secretary of Veterans Affairs shall implement, for

11 each covered line, an automated system that—

12 (A) informs any caller to a covered line

13 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 10 minutes.

17 (2) **GUIDANCE REGARDING CALLER WAIT**

18 **TIMES.—**The Secretary shall issue such guidance the

1 Secretary determines necessary to reduce the aver-
2 age wait time of a caller to a covered line to not
3 more than 10 minutes. All such calls shall be an-
4 swered in the order in which they are received.

5 (3) COVERED LINE DEFINED.—In this sub-
6 section, the term “covered line” means a customer
7 service telephone line of the Department of Veterans
8 Affairs. Such term does not include—

9 (A) the toll-free hotline for veterans pro-
10 vided by the Secretary under section 1720F(h)
11 of title 38, United States Code; or

12 (B) a phone line for the emergency depart-
13 ment of a health care facility of the Depart-
14 ment.

15 (b) CUSTOMER SERVICE TELEPHONE LINES OF THE
16 SOCIAL SECURITY ADMINISTRATION.—

17 (1) AUTOMATED SYSTEM.—Not later than one
18 year after the date of the enactment of this Act, the
19 Commissioner of Social Security shall implement for
20 each customer service telephone line of the Social
21 Security Administration an automated system
22 that—

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

1 (B) automatically offers a callback to any
2 such caller with an anticipated wait time of
3 more than 15 minutes. All such calls shall be
4 answered in the order in which they are re-
5 ceived.

6 (2) GUIDANCE REGARDING CALLER WAIT
7 TIMES.—The Commissioner shall issue such guid-
8 ance the Commissioner determines necessary to re-
9 duce the average wait time of a caller to a customer
10 service telephone line of the Social Security Adminis-
11 tration to not more than 15 minutes.

