

119TH CONGRESS
1ST SESSION

S. _____

To direct the Secretary of Veterans Affairs to implement an automated system with callback functionality for each customer service telephone line of the Department of Veterans Affairs, and for other purposes.

IN THE SENATE OF THE UNITED STATES

Mr. KENNEDY (for himself and Mr. KELLY) introduced the following bill;
which was read twice and referred to the Committee on

A BILL

To direct the Secretary of Veterans Affairs to implement an automated system with callback functionality for each customer service telephone line of the Department of Veterans Affairs, 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 FOR**
2 **CALLERS TO CERTAIN SERVICE TELEPHONE**
3 **LINES OF THE DEPARTMENT OF VETERANS**
4 **AFFAIRS.**

5 (a) AUTOMATED SYSTEM.—Not later than one year
6 after the date of the enactment of this Act, the Secretary
7 of Veterans Affairs shall implement, for each covered line,
8 an automated system that—

9 (1) informs any caller to a covered line about
10 the anticipated wait time, if any; and

11 (2) automatically offers a callback to any such
12 caller with an anticipated wait time of more than 10
13 minutes.

14 (b) GUIDANCE REGARDING CALLER WAIT TIMES.—
15 The Secretary shall issue such guidance as the Secretary
16 determines necessary to reduce the average wait time of
17 a caller to a covered line to not more than 10 minutes.

18 (c) COVERED LINE DEFINED.—In this section, the
19 term “covered line”—

20 (1) means a customer service telephone line of
21 the Department of Veterans Affairs; and

22 (2) does not include—

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

1 (B) a phone line for the emergency depart-
2 ment of a health care facility of the Depart-
3 ment.