

U.S. Customer Service and American Call Center Directory

Union of Saints

Purpose

This directory identifies companies and customer service providers that advertise or document **U.S. based customer service representatives, call centers, or contact center operations**.

The strongest category is reserved for companies that explicitly state that their customer service is **100% U.S. based**, or that every agent is located in the United States.

A separate category is used for companies that have **verified U.S. based operations** but also have international operations or where the available evidence does not establish that every customer call is handled in the United States.

I. Companies Explicitly Advertising 100% U.S. Based Customer Service

Financial Services

1. Discover

Industry: Banking / Credit Cards / Financial Services

Discover has historically advertised **100% U.S. based customer service**. Its current careers information identifies five 100% U.S. based customer care centers and U.S. based remote customer-care employees. Its SEC filings also describe customer service personnel as U.S. based. ([Discover, SEC](#))

Status: Strong evidence of U.S. based customer service.

Wireless / Telecommunications

2. PureTalk

Industry: Wireless Telecommunications

PureTalk explicitly advertises **100% USA based customer service** and states that it keeps its customer service jobs in the United States. ([PureTalk](#))

Status: Explicitly advertised as 100% USA based.

3. Frontier Communications

Industry: Telecommunications / Internet

Frontier announced that its voice customer service and broadband Internet help desk would be staffed by a **100% U.S. based workforce**. The company specifically stated that U.S. based jobs replaced work that had previously been sent overseas. This is historical evidence, however, so current service arrangements should be verified before relying on it as a current guarantee. ([Frontier](#))

Status: Historically documented; current status should be independently verified.

4. Patriot Mobile

Industry: Wireless Telecommunications

Patriot Mobile advertises **100% U.S. based customer support** on its current website. ([Patriot Mobile](#))

Status: Explicitly advertised as 100% U.S. based.

II. U.S. Based Call Center and Customer Service Companies

These companies provide customer service, answering, technical support, or contact-center services to other businesses.

5. Contact Center USA

Industry: Call Center / BPO

Contact Center USA explicitly states that it uses **100% U.S. based agents** and **no offshore outsourcing**. ([Contact Center USA](#))

Status: 100% U.S. based.

6. QCSS

Industry: Call Center / BPO

QCSS states that it has been **100% U.S. based since 1991**, with 100% U.S. based agents and inbound and outbound services delivered entirely in the United States. ([QCSS](#))

Status: 100% U.S. based.

7. TeleDirect

Industry: Call Center / Customer Service

TeleDirect advertises **100% U.S. based live agents**, with no offshore outsourcing. ([TeleDirect](#))

Status: 100% U.S. based.

8. Aureon

Industry: Customer Care / Contact Center

Aureon advertises **100% U.S. based agents** and states that its customer-care operation is handled by its Iowa based team. ([Aureon](#))

Status: 100% U.S. based customer-care operation.

9. CAC Associates

Industry: Contact Center / Customer Relationship Management

CAC Associates explicitly states that **all CAC agents are based in the United States**. ([CAC Associates](#))

Status: 100% U.S. based.

10. iCall Services

Industry: Contact Center

iCall Services states that its programs are staffed with **100% U.S. based agents** and describes its operation as a domestic contact-center solution. ([iCall Services](#))

Status: 100% U.S. based.

11. America's Call Center

Industry: Answering Service / Call Center

America's Call Center advertises **100% U.S. based in-office agents** and has operated since 1987. ([America's Call Center](#))

Status: 100% U.S. based.

12. A Message Center

Industry: Answering Service

A Message Center states that every call is answered from its operations floor in **Millville, New Jersey**, with **100% U.S. based agents and zero overseas routing**. ([A Message Center](#))

Status: 100% U.S. based.

13. Accurate Messages

Industry: Answering Service

Accurate Messages states that its team consists entirely of **100% U.S. based customer-service agents**. ([Accurate Messages](#))

Status: 100% U.S. based.

14. AnswerFirst

Industry: Answering Service / Customer Service

AnswerFirst states that **100% of its receptionists are U.S. based** and specifically says its calls are not handled by overseas call centers. ([AnswerFirst](#))

Status: 100% U.S. based.

15. ACC Solutions

Industry: Answering Service

ACC Solutions advertises **100% U.S. based agents** and 24/7/365 coverage. ([ACC Solutions](#))

Status: 100% U.S. based.

16. Pixtron Media

Industry: Customer Service / E-commerce Support

Pixtron states that it provides **100% U.S. based agents** for phone, chat, and email customer support. ([Pixtron Media](#))

Status: 100% U.S. based.

17. OpsisCX

Industry: Contact Center / Operations

OpsisCX advertises **100% U.S. based agents and consultants** and provides inbound and outbound customer support. ([OpsisCX](#))

Status: 100% U.S. based.

18. Millennial Services

Industry: Contact Center / BPO

Millennial Services states that its workforce is **100% U.S. based** and provides inbound, outbound, omnichannel, and customer-support services. ([Millennial Services](#))

Status: 100% U.S. based.

19. RellCorp

Industry: Contact Center

RellCorp advertises **100% U.S. based inbound contact-center solutions** and live-agent customer service. ([RellCorp](#))

Status: 100% U.S. based.

20. Ver-A-Fast

Industry: Customer Engagement / Contact Center

Ver-A-Fast describes itself as a U.S. based customer-engagement company and advertises U.S. based agents. Independent industry information also describes the company as 100% USA based. ([Ver-A-Fast](#))

Status: U.S. based; 100% USA based claim advertised.

21. Westpark Communications

Industry: Call Center / Communications

Westpark Communications explicitly describes itself as a **100% U.S. based call-center provider** offering 24/7 service. ([Westpark Communications](#))

Status: 100% U.S. based.

22. Suite 1000

Industry: Customer Support / Call Center

Suite 1000 states that its customer-support specialists are U.S. based and trained to work directly within client systems. ([Suite 1000](#))

Status: U.S. based customer-support agents documented.

23. LiveCallSquad

Industry: Answering Service

LiveCallSquad advertises U.S. based live answering agents. ([LiveCallSquad](#))

Status: U.S. based agents.

24. Group O

Industry: Customer Care / Contact Center

Group O states that its U.S. based representatives provide customer care by phone, chat, and email. ([Group O](#))

Status: U.S. based representatives documented.

25. Agency Administrators

Industry: Insurance Customer Service

Agency Administrators advertises a **100% U.S. based service team** for insurance agencies and policyholder support. ([Agency Administrators](#))

Status: 100% U.S. based service team.

26. Focus Care

Industry: Healthcare Contact Center

Focus Care states that its member-outreach operation uses **U.S. based representatives** for scheduling, follow-up, transportation, and other healthcare support functions. ([Focus Care](#))

Status: U.S. based representatives documented.

27. Frontline Call Center

Industry: Government / Nonprofit / Commercial Contact Center

Frontline Call Center's capability statement describes its workforce as a **100% U.S. based remote workforce** providing inbound and outbound call handling, customer service, appointment scheduling, and related services. ([Frontline Call Center](#))

Status: 100% U.S. based.

III. Companies With Verified U.S. Call Center Operations

These companies have documented U.S. customer-service operations, but the available evidence does **not necessarily establish that every customer call worldwide is handled exclusively by U.S. employees.**

28. Fusion CX

Industry: Contact Center / BPO

Fusion CX operates six U.S. contact centers in five states and advertises domestic customer support delivered by U.S. based agents. However, Fusion CX also has international operations.

Status: U.S. domestic operation verified; **do not classify the entire company as U.S. only.** ([Fusion CX](#))

29. Map Communications

Industry: Answering Service / Call Center

Map Communications advertises U.S. based agents for its larger call-center services.

Status: U.S. based agents documented; the available information does not establish that every service is exclusively U.S. based. ([Map Communications](#))

30. Summit

Industry: Workers' Compensation Insurance

Summit advertises **U.S. based customer support** and states that its customer-care specialists are in-house.

Status: U.S. based customer care documented; not classified as 100% U.S. based companywide. ([Summit](#))

31. Paycor

Industry: Payroll / HR Technology

Paycor states that its clients are supported by **U.S. based representatives** and describes its customer support as a dedicated U.S. based team.

Status: U.S. based representatives documented; not classified as 100% U.S. based companywide. ([Paycor](#))

IV. Companies Requiring Further Verification

These companies may have U.S. customer service, but available evidence should be checked more carefully before describing them as **100% U.S. call-center companies**.

Consumer and Financial Companies to Investigate

- American Express
- U.S. Bank

- Navy Federal Credit Union
- PenFed Credit Union
- Alliant Credit Union
- USAA
- Amica
- Erie Insurance
- Auto-Owners Insurance
- State Farm
- Liberty Mutual
- Nationwide
- Travelers
- The Hartford
- New York Life
- Northwestern Mutual
- Fidelity
- Charles Schwab
- Vanguard
- Edward Jones
- T. Rowe Price
- Ally
- PNC
- Truist
- Citizens
- Fifth Third Bank
- Huntington Bank
- Regions Bank
- KeyBank
- M&T Bank
- Citizens Bank
- TD Bank

- Capital One
- Synchrony
- Barclays U.S.
- Bank of America
- JPMorgan Chase

Important: These companies should **not automatically be classified as U.S.-only**. The purpose of this section is to identify candidates for additional verification.

V. Telecommunications and Internet Companies to Investigate

- PureTalk
- Patriot Mobile
- Consumer Cellular
- Frontier Communications
- T-Mobile
- Verizon
- AT&T
- Spectrum
- Cox Communications
- Comcast / Xfinity
- Optimum
- Breezeline
- Consolidated Communications
- Windstream
- Lumen
- Quantum Fiber
- Zply Fiber
- Greenlight Networks
- Sonic

- Ting
- UScellular
- Google Fi

PureTalk and Patriot Mobile currently provide particularly clear evidence of U.S. based customer support. Consumer Cellular has also historically advertised 100% U.S. based customer service. ([PureTalk](#), [Patriot Mobile](#), [Consumer Cellular](#))

VI. Insurance Companies to Investigate

- Amica
- USAA
- Erie Insurance
- Auto-Owners
- State Farm
- Nationwide
- The Hartford
- Travelers
- American Family Insurance
- Farmers
- Shelter Insurance
- COUNTRY Financial
- Cincinnati Insurance
- NJM Insurance
- Arbella Insurance
- Vermont Mutual
- Safety Insurance
- Plymouth Rock
- MAPFRE
- Acuity Insurance
- Westfield Insurance

- Grange Insurance

Particular attention should be given to **regional and mutual insurance companies**, because many maintain domestic customer-service operations.

VII. Retail and Consumer Companies to Investigate

- Costco
- Sam's Club
- BJ's Wholesale Club
- Tractor Supply
- LL Bean
- Lands' End
- Chewy
- Wayfair
- Overstock
- Walmart
- Target
- Home Depot
- Lowe's
- Ace Hardware
- True Value
- Harbor Freight
- Bass Pro Shops
- Cabela's
- REI
- Carhartt
- Duluth Trading
- Eddie Bauer
- JCPenney

- Kohl's
- Macy's
- Nordstrom
- QVC
- HSN
- Amazon
- eBay
- Etsy

These companies should be treated as **research candidates rather than confirmed U.S.-only call-center companies** until their current customer-service staffing is verified.

VIII. Automotive Companies to Investigate

- Ford
- General Motors
- Chevrolet
- Buick
- GMC
- Cadillac
- Chrysler
- Dodge
- Jeep
- Ram
- Lincoln
- Harley-Davidson
- Polaris
- Indian Motorcycle
- CarMax
- Carvana
- AutoNation

- Penske Automotive
- Lithia Motors

Dealership-level customer service can also be evaluated separately because individual dealerships frequently maintain their own U.S. based employees.

IX. Travel and Hospitality Companies to Investigate

- Marriott
- Hilton
- Hyatt
- Wyndham
- Choice Hotels
- Best Western
- IHG
- Red Roof
- Drury Hotels
- Omni Hotels
- Loews Hotels
- Sonesta
- Extended Stay America
- Motel 6
- Choice Hotels
- Southwest Airlines
- JetBlue
- Alaska Airlines
- Delta Air Lines
- American Airlines
- United Airlines

Important: Airlines and hotel companies frequently use multiple contact centers, including international operations. A company should therefore not be classified as U.S.-only without current evidence.

X. Home Improvement and Home Services

- Home Depot
- Lowe's
- Ace Hardware
- True Value
- Menards
- Tractor Supply
- Harbor Freight
- Ferguson
- Grainger
- Fastenal
- Sherwin-Williams
- Benjamin Moore
- Terminix
- Orkin
- ServiceMaster
- Stanley Steemer
- Mr. Rooter
- Mr. Electric
- Roto-Rooter

XI. Technology and Business Services

- Paycor
- QuickBooks / Intuit

- ADP
- Gusto
- Salesforce
- HubSpot
- GoDaddy
- Squarespace
- Wix
- Dropbox
- Box
- Microsoft
- Apple
- Google
- Dell
- HP
- Lenovo
- Cisco
- Zoom
- RingCentral

These companies should be investigated individually because large technology companies frequently operate multinational customer-support organizations.

XII. U.S. Call Center Providers With Explicit Domestic Claims

The following group is particularly useful for businesses that want to **hire an American call center rather than relying on an offshore provider**:

1. Contact Center USA
2. QCSS
3. TeleDirect
4. Aureon

5. CAC Associates
6. iCall Services
7. America's Call Center
8. A Message Center
9. Accurate Messages
10. AnswerFirst
11. ACC Solutions
12. Pixtron Media
13. OpsisCX
14. Millennial Services
15. RellCorp
16. Ver-A-Fast
17. Westpark Communications
18. Suite 1000
19. LiveCallSquad
20. Group O
21. Agency Administrators
22. Frontline Call Center

These providers make particularly explicit U.S. based claims. Several advertise **100% U.S. based agents**, while others specifically identify their U.S. locations or workforce.

XIII. Strongest Current Consumer Examples

If the goal is specifically to find companies where an ordinary consumer can call and have a strong basis for expecting a U.S. based representative, the strongest examples identified so far are:

Discover

100% U.S. based customer service

Discover currently identifies five 100% U.S. based customer-care centers and U.S. based customer-service employees.

PureTalk

100% USA based customer service

PureTalk explicitly advertises its customer service as 100% USA based.

Patriot Mobile

100% U.S. based customer support

Patriot Mobile explicitly advertises 100% U.S. based customer support.

Consumer Cellular

100% U.S. based customer service — historically documented

Consumer Cellular has advertised 100% U.S. based customer service. Because the strongest source located is older, this should be reconfirmed before treating it as a current guarantee.

Frontier Communications

100% U.S. based customer service — historically documented

Frontier explicitly announced a 100% U.S. based customer-service workforce, but this statement dates from 2010 and should not be treated as a current guarantee without additional verification.

XIV. How to Evaluate a Company

For purposes of this directory, the strongest evidence is a company statement using language such as:

“100% U.S. based agents”

“100% USA based customer service”

“All agents are located in the United States”

“No offshore outsourcing”

“Every call is answered in the United States”

A weaker statement is:

“We have U.S. call centers.”

That statement does **not** establish that all calls are answered in the United States.

Likewise, the fact that a company is headquartered in the United States does **not** mean that its customer service is U.S. based.

XV. Classification System

● Tier 1 — Strongest

Company explicitly states that customer service is **100% U.S. based** or that all agents are located in the United States.

● Tier 2 — U.S. Operation Confirmed

The company has a documented U.S. call center or U.S. based customer-service team, but the evidence does not establish that every call is handled domestically.

● Tier 3 — Historical U.S. Claim

The company previously advertised U.S. only or 100% U.S. based service, but the evidence found is too old to establish its current status.

○ Tier 4 — Needs Verification

The company is a promising candidate, but current evidence is insufficient to claim U.S. only customer service.

XVI. Recommended Standard

For a consumer directory, the most defensible standard is:

A company should only be labeled “100% U.S. based customer service” when the company itself currently states that its customer-service representatives are located in the United States, or when reliable current documentation establishes the same.

This prevents a company from being labeled U.S. only simply because it is an American company, has an American headquarters, or maintains some American call centers.

XVII. Initial Verified Directory

Company	Industry	Classification
Discover	Financial	● 100% U.S. based customer service
PureTalk	Wireless	● 100% USA based customer service
Patriot Mobile	Wireless	● 100% U.S. based support
Contact Center USA	Call Center	● 100% U.S. based agents
QCSS	Call Center	● 100% U.S. based agents
TeleDirect	Call Center	● 100% U.S. based agents

Company	Industry	Classification
Aureon	Customer Care	100% U.S. based agents
CAC Associates	Call Center	100% U.S. based agents
iCall Services	Call Center	100% U.S. based agents
America's Call Center	Call Center	100% U.S. based agents
A Message Center	Answering Service	100% U.S. based agents
Accurate Messages	Answering Service	100% U.S. based agents
AnswerFirst	Answering Service	100% U.S. based
ACC Solutions	Answering Service	100% U.S. based
Pixtron Media	Customer Support	100% U.S. based agents
OpsisCX	Contact Center	100% U.S. based
Millennial Services	Contact Center	100% U.S. based
RellCorp	Contact Center	100% U.S. based
Ver-A-Fast	Customer Engagement	U.S. based / 100% USA claim
Westpark Communications	Call Center	100% U.S. based
Frontline Call Center	Contact Center	100% U.S. based
Suite 1000	Customer Support	U.S. based agents
LiveCallSquad	Answering Service	U.S. based agents
Group O	Customer Care	U.S. based representatives
Agency Administrators	Insurance Support	100% U.S. based
Focus Care	Healthcare	U.S. based representatives
Fusion CX	Call Center	U.S. centers; international operations
Map Communications	Call Center	U.S. based agents
Summit	Insurance	U.S. based customer care
Paycor	Business Services	U.S. based representatives
Consumer Cellular	Wireless	Historical 100% U.S. claim
Frontier Communications	Telecommunications	Historical 100% U.S. claim

XVIII. Important Distinction

“American company” and “American call center” are two different things.

A company can be:

1. American owned but use overseas call centers.
2. American headquartered but outsource customer service internationally.
3. American headquartered with both U.S. and foreign call centers.
4. American headquartered with U.S. only customer service.

5. A foreign owned company that nevertheless employs U.S. based customer-service representatives.

For this reason, this directory focuses on **where the customer-service representative is located**, rather than simply where the company is headquartered.

XIX. Expansion Goal

The directory can be expanded substantially beyond this initial list.

The next level would be a **100+ company American Customer Service Directory** organized into:

- Banks
- Credit cards
- Credit unions
- Insurance
- Health insurance
- Life insurance
- Mortgage companies
- Investment firms
- Wireless
- Internet
- Cable
- Utilities
- Airlines
- Hotels
- Rental cars
- Retail
- Online retailers
- Automotive
- Home improvement
- Healthcare
- Medical equipment

- Technology
- Software
- Shipping
- Postal services
- Government contractors
- Veterans services
- Travel companies
- Food delivery
- Subscription services
- Home services
- E-commerce
- Small businesses

Each company can then be given a **U.S. only / U.S. operation / historical / needs verification** designation rather than making unsupported assumptions.