

119TH CONGRESS  
1ST SESSION

# H. R. 5992

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

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## IN THE HOUSE OF REPRESENTATIVES

NOVEMBER 10, 2025

Mr. CALVERT (for himself, Mr. VAN ORDEN, Mr. BARRETT, Mr. CISCOMANI, Mr. WEBSTER of Florida, and Ms. KING-HINDS) introduced the following bill; which was referred to the Committee on Veterans' Affairs

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## A BILL

To direct the Secretary of Veterans Affairs to implement automated systems 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 the Secretary de-  
16 termines necessary to reduce the average wait time of a  
17 caller to a covered line to not more than 10 minutes.

18 (c) **COVERED LINE DEFINED.**—In this section, the  
19 term “covered line” means a customer service telephone  
20 line of the Department of Veterans Affairs. Such term  
21 does not include—

22 (1) the toll-free hotline for veterans provided by  
23 the Secretary under section 1720F(h) of title 38,  
24 United States Code; or

- 1 (2) a phone line for the emergency department
- 2 of a health care facility of the Department.

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