



GOVERNMENT OF BARBADOS

Telecommunication Act – 2001  
(Act 2001-36)

FORM 14

TU014

**REGISTRATION OF A CALL CENTRE**

**PART A: APPLICANT INFORMATION**

*(See information on page 3 and Appendix 1)*

1. Name of Applicant:.....

2. Nationality:.....

3. Address of Applicant *(registered office or principal place of business)*:  
.....  
.....

4. Mailing Address *(if different from registered office address)*:  
.....  
.....

5. Applicant is a **(n)**:  
Individual  Corporation   
Unincorporated Association  Partnership

6. Telephone No:..... 7. Facsimile No:.....

8. "Email" address:.....

## CALL CENTRE INFORMATION

9. Location of Call Centre

10. Will the Call Centre be using a Bi-directional VSAT? YES  NO

If YES, please complete VAST Licence Application Form or provide VSAT Licence

No.....

11. Is the Call Centre Certified by the BIDC? YES  NO

12. Proposed Number of Employees

13. Proposed Number of Minutes to be used monthly in call centre activities.

I declare that all the information in this application form is true and correct. I understand that approval from the Ministry for this application is based on information as declared in this application. Should any of the information declared be incorrect any licence granted by the Ministry may be revoked.

.....  
Signature

.....  
Date/Company Stamp

.....  
Name

## **IMPORTANT INFORMATION**

1. All payments of fees may be made by cash or cheque.
2. Where supporting documents are required, applicants are required to send documents to the below address:

The Chief Telecommunications Officer  
Telecommunication Unit  
Ministry responsible for Telecommunications  
Barbados.

## Call Centre Licence Application Guidelines

### Introduction

The Licence is to enable licensees to establish Call Centres.

For terms and conditions of the Licence, please see below.

### Application procedures

Applicant should use the prescribed form “Application for Call Licence” TU014, available from the Chief Telecommunications Officer.

### Fees payable

A One-time Application Fee of \$300.

No Annual Licence fee is payable.

### Equipment

All equipment must be type-approved by the Ministry responsible for Telecommunications.

### Contact Person

Mr. Chelston Bourne

Chief Telecommunications Officer

Telephone: 246-430-2200

E-mail: [Chelston\\_Bourne@barbadosbusiness.gov.bb](mailto:Chelston_Bourne@barbadosbusiness.gov.bb)

### Licence Conditions

1. This Licence is issued in accordance with and subject to the Act and the Regulations, and shall remain valid for the duration of Licence, unless suspended or revoked by the Minister, in accordance with Section 19 of the Telecommunication Act 2001-36.
2. The Licensee hereby confirms that the information and/or documents furnished and supplied for the purposes of applying for this Licence is true and accurate.
3. The Licensee and all the persons operating the Call Centre which the Licensee is authorized by this licence to establish, install and operate, shall observe and comply with the Act, and the conditions of this Licence.
4. The Licensee shall not permit or cause any unauthorized person to operate the Call Centre or have access to the Call Centre's and equipment installed therein. The Licensee shall ensure that persons authorized to operate the Call Centre observe the conditions of this Licence at all times.
5. The Licensee shall permit or ensure that permission is granted to an authorized person of the Ministry upon production of proof of identity, to enter any building, premises, compound or other place where the Call Centre equipment is installed or is being installed, to enable the said authorized person to inspect, examine or test any equipment installed in the Call Centre.
6. The Licensee shall notify the Ministry of any intended change of address of the Licensee or any proposed change in any of the equipment installed in the Call Centre or usage, the location at which the Call Centre operates, and before such change is effected, the Licensee shall obtain the prior written approval of the Ministry.
7. The Licensee and persons authorized by the Licensee to operate the Call Centre shall ensure that the Call Centre and the equipment installed therein are not used for unlawful purposes or misused in any way.

8. The Call Centre and this Licence shall be available for inspection at all reasonable times by any duly authorized officer of the Ministry.
9. When the Licensee ceases to operate the Call Centre or where this Licence ceases to be valid, the licensee shall return the Licence to the Ministry for cancellation.
10. The Licence Application Fee shall be paid in advance and shall not be refundable.
11. This Licence is not transferable except with the prior written approval of the Ministry.
12. The Licensee shall comply with any directions or notifications which the Ministry may, from time to time, issue.