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Telecommunications Act
(Act 2001-36)

TELECOMMUNICATIONS (CALL CENTRE)
REGULATIONS, 2003

The Minister in exercise of the powers conferred on him by section 110(1) of the *Telecommunications Act*, makes the following Regulations:

1. These Regulations may be cited as the *Telecommunications (Call Centre) Regulations, 2003*.

2. In these Regulations,

"bi-directional VSAT" means a VSAT which can both receive and transmit information;

"call centre" means a business registered in Barbados that is engaged in call centre activity;

"call centre activity" means a business undertaken by a call centre operator exclusively in the business of making and receiving telephone calls to and from call centre premises located in Barbados for telemarketing purposes;

"PSTN" means the public switched telephone network;

"telemarketing" means a contact centre where e-commerce is carried out by the use of any current or future information and communication technology.

3. A person who desires to operate a call centre may

(a) on making an application to the Chief Telecommunications Officer in the form prescribed by the Minister; and

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- (b) on payment to the Chief Telecommunications Officer of the fee specified in the *Telecommunications (Licence Fees) Regulations, 2003*

obtain a licence from the Chief Telecommunications Officer for that purpose.

4. The holder of a licence issued under regulation 3 may use a bi-directional VSAT where

- (a) there is certification of the call centre by the Barbados Industrial Development Corporation;
- (b) the VSAT is to be used solely for the call centre business;
- (c) there is no interconnection of the VSAT to the PSTN;
- (d) there is no interconnection of the VSAT to the network of the domestic mobile carriers;
- (e) there is no resale of any third party telecommunications services, lease or provision of any third party telecommunications services via the VSAT;
- (f) the licensee has been granted a VSAT licence; and
- (g) the licensee undertakes not to resell, exchange or barter for any consideration or in any other way make these telecommunications services available to third parties.

5. A licence issued under regulation 3

- (a) is not transferable; and
- (b) shall be in such form and may be subject to such conditions as the Minister determines.

6. Applicants for licences must satisfy all requirements of the *Town and Country Planning Act* and any Regulations made thereunder, and must present documentary evidence verifying this to the Minister. Cap. 240.

7. Where the licensee fails to comply with any of these Regulations or with any of the conditions referred to in regulations 4 and 5, the Minister may revoke the licence in accordance with section 19 of the Act.

8. Where the Minister revokes a licence under regulation 7, the licensee may file within 14 days of being notified of that decision, for a review of the decision in accordance with section 104 of the Act.

Made by the Minister this 31st day of July, 2003.

ANTHONY P. WOOD
Minister responsible for Telecommunications.