

**Telecommunications**

Cap. 282B.

**TELECOMMUNICATIONS (CALL CENTRE)  
REGULATIONS, 2003**

2003/102.

**Authority:** These Regulations were made on 31st July, 2003 by the Minister under section 110(1) of the *Telecommunications Act*.

**Commencement:** 31st July, 2003.

**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

2003/78. (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.

Cap. 240. **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.

**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.