



TU041

Registration for Services Provider (Class) Licence

Telecommunications Unit
Ministry of Economic Development
"The Business Centre"
Upton
ST. MICHAEL
Tel No: 430-2200 Fax: 426-0960

IMPORTANT INFORMATION

1. This form is for the registration for a Service Provider (SP) (Class) Licence for the purposes of providing telecommunication services including:
 - Callback/Call Re-origination Services
 - Internet-Based Voice and/or Data Services
 - Store-and-Retrieve (S&R) Value-Added Network Services
 - International Calling Card (ICC) Services
 - Audiotex Services
2. All sections in this registration form **MUST** be completed. The completed application form should be sent to the above address.
3. The company shall comply with the terms and conditions stipulated by the Ministry responsible for Telecommunications in Barbados.
4. This registration must be made only by the applicant's authorised personnel. The Ministry reserves the right to disregard the registration if it is found that the information or documents provided for this registration form are untrue, inaccurate or incomplete.
5. The licence fee is \$200 upon registration and every 3-yearly thereafter. No registration fee is payable for the Store-and-Retrieve (S&R) Value-Added Network Services without using Leased Circuits. The licence fee can be paid by way of a cheque crossed "A/C Payee Only" and made in favour of the Chief Telecommunications Officer.
6. Applicants who intend to collect monetary deposits and/or use pre-paid cards for collection of payments from their customers (other than credit cards) shall submit their licence applications with either a letter of intent from a bank is able to issue a Banker's Guarantee of \$100,000 to the Ministry within 14 days from the date of the licence or such other documents acceptable to the Ministry. Thereafter, the Ministry shall issue the SP Licence to allow you to provide pre-paid services in accordance with the terms and conditions set out therein, or as may be amended by the Ministry from time to time.
7. The company shall inform the Ministry when it changes its address or stops providing the services for de-registration purposes.
8. The company is required to notify the Ministry in writing of any addition of new service(s) not declared in this registration, as well as any changes to the information registered with the Ministry.

GENERAL REGISTRATION INFORMATION

Name of Company

Registration/Corporation No.

Principal Activity(s)

Correspondence Address

Billing Address (if it is different from correspondence address)

Telephone No.

Fax No.

Email

Corporate Structure Registered
(include parent company, where applicable, subsidiaries and other interests of the group in Singapore and abroad, details of principal shareholders, board of directors, key personnel and management structure)

a) Have any of the directors (as defined in the Companies Act (Chapter 308) been a director of a company which has gone into liquidation, placed in official receivership, or insolvent (whether while he was a director or within 3 years of his ceasing to be a director)?

Yes

No

If "Yes", please provide details:

b) Have any of the directors been a director of a company whose telecommunications licence(s) have been revoked by the Ministry for breach of licence condition(s) (whether while he was a director or within 3 years of his ceasing to be a director)?

Yes

No

If "Yes", please provide details:

c) Have any of the directors been a director who was prosecuted under any legislation?

<p>Contact No. (Phone Number to be published with the licensees) Contact Number (Telephone, Fax and Mail) names in Ministry's Register)</p>	
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<p>SYSTEM AND SERVICE DETAILS</p>		
<p>(For Audiotex Services ONLY, please ONLY fill Attachment 1)</p>		
<p>1. Operations and Services Registering for (please mark against appropriate service)</p>	<p><u>Non Pre-paid</u> <u>Pre-Paid*</u></p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p><input type="checkbox"/> <input type="checkbox"/></p>	<p>Callback/Call Re-origination Services</p> <p>Internet-Based Voice and/or Data Services</p> <p>Store-and-Retrieve (S&R) Value-Added</p> <p>International Calling Card (ICC) Services</p> <p>Audiotex Services</p> <p>Public Chain Payphones Services</p> <p>Others (Please specify)</p> <p>Note: *Pre-paid services refer to collection of monetary deposits and/or use of pre-paid cards for collection of payments from its customers (other than credit cards).</p>

<p>2. Collection of monetary deposits and/or use of pre-paid cards for collection of payments from their customers (other than credit cards)</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>Note: * If "No", there is no need to submit the Banker's Guarantee of \$100,000 upon notification by the Ministry. However, should the licensee subsequently decide to collect monetary deposits and/or to use pre-paid cards for collection of payments from its customers, the licensee must seek the Ministry's approval and submit the Banker's Guarantee accordingly.</p>
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<p>3. Brief description of the services to be provided, the operation of the proposed services, and the telecommunication systems and equipment to be installed to support the operation and provision of the proposed services</p>	
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ATTACHMENT 1 - FOR AUDIOTEX SERVICES

1. Please provide a list of Audiotex Services offered and give full details on the charges.

2. State the scope and types of programmes that will be provided by each of the Audiotex services.

3. Please provide answers to questions at 3(a) and 3(b)

3a Do you provide Audiotex Services through the "1900" access line from a Carrier? Yes No

3b Do you announce the current call charge at the beginning of each call? Yes No

4. Please provide answers to the following questions pertaining to the Audiotex Services to be provided via "1900" access numbers:

4a. Do you provide services which enable Callers to communicate amongst themselves directly in real-time? Yes No

4b. Do you provide live programmes? Yes No

4c. Is there any delay in starting the announcement or programme? Yes No

4d. Will each of the Audiotex Service be assigned a different telephone number? Yes No

4e. Will there be any interruption during the announcement or programme? Yes No

4f. Will the maximum duration of each call programmed be less than ten minutes? If the answer is yes, please skip the next question. Yes No

4g. Would the Caller be prompted to continue after every 10-minute interval? Yes No

We declare that we have not commenced provision/operation of any of the telecommunication services applied for in this application and all the information in this application form is true and correct. We understand that approval from the Ministry responsible for Telecommunications in Barbados of this application is based on information as declared in this application. We further acknowledge that, should any of the information declared herein be found to be untrue, inaccurate or incorrect, any licence granted by the Minister will be rendered null and void. The Minister reserves its right to impose penal sanctions against us under any applicable laws and regulations in force and this is without prejudice to any civil remedies that the Minister has against us if any of the information declared in the application be found to be untrue, inaccurate or incorrect.

Name
For and behalf of Applicant

Date/Company Stamp

For Ministry use only

Date form received

Date Processing Completed

Signature of Officer

**SCOPE AND SPECIFIC CONDITIONS FOR SERVICES
TO BE OFFERED UNDER THE
SERVICES PROVIDER (CLASS) LICENCE**

1. Call-back / Call Re-origination Services

Scope

- 1.1 The call-back / call re-origination service is an International Direct Dial (“IDD”) call reversal service passing over any Carrier’s international telephone gateway and public switched telecommunication network. It does not include the carriage of voice and/or data traffic over frame-relay or through leased circuits. Service Providers who wish to provide such services should apply for an Service Provider (Individual) Licence for the provision of International Simple Resale (ISR) services.

Specific Conditions

- 1.2 The Licensee is required to distinguish its services from IDD services provided by Carriers by including the term “call-back”, “call re-origination” or its equivalent in their marketing and promotion materials.
- 1.3 The Licensee shall comply with the minimum Quality of Services (QoS) standards below:
- (a) At least 90% of calls should not have a post dialing delay of more than 25 seconds.
 - (b) At least 80% of calls made are able to seize a circuit.
- 1.4 THE MINISTRY reserves the right to modify the above standards from time to time, and inform the Licensee accordingly for compliance.
- 1.5 The Licensee must not route voice or data traffic or both over frame relay or through leased circuits.

2 Internet-Based Voice and/or Data Services

Scope

- 2.1 Internet-based voice and/or data services are the carriage of voice and/or data **services** through the public Internet access facilities provided by licensed Service Providers.

Specific Conditions

- 2.2 The Licensee shall comply with the minimum Quality of Services (QoS) standards below:
- (a) At least 90% of calls should not have a post dialing delay of more than 25 seconds.
 - (b) At least 80% of calls made are able to seize a circuit.
- 2.3 The Ministry reserves the right to modify the above standards from time to time, and inform the Licensee accordingly for compliance.

3. International Calling Card Services

Scope

- 3.1 The International Calling Card (“ICC”) services use PIN validation and call routing through a licensed Carrier’s international telephone gateway to provide IDD services.

The Service Provider (Class) Licence for the ICC services does not include the carriage of voice and/or data traffic over frame-relay or through leased circuits. Service Providers who wish to provide such services should apply for a Service Provider (Individual) Licence for the provision of International Simple Resale (ISR) services.

4. Store-and-Retrieve Value -Added Network Services

Scope

4.1 Store-and-retrieve (“S&R”) value-added network services comprises the following services provided by telecommunication systems, built over and above the telecommunication systems operated by a Licensed Carrier and accessed through public telecommunication systems or leased circuits, which allow telecommunication traffic between a user and the value-added network or between users.

- (a) On-line information and database retrieval services;
- (b) On-line information and data processing services;
- (c) Voice information services;
- (d) Electronic broking services;
- (e) Transaction services such as on-line shopping, on-line reservation service, etc;
- (f) Remote computing services;
- (g) On-line games;
- (h) Mailbox services including e-mailbox, voice-mailbox, facsimile-mailbox and multimedia mailbox;
- (i) Electronic data interchange services;
- (j) Store-and-retrieve file transfer services;
- (k) Electronic chatting services;
- (l) Bulletin board services; and
- (m) Other multimedia services where the content or format of the telecommunication traffic is changed or processed.

Specific Conditions

- 4.2 A party registered for the Licence (or Licensee) shall ensure that no store-and-forward value-added network telecommunication traffic is carried through its value-added network.
- 4.3 The Licensee shall not, except with the prior approval of the Ministry provide value-added network services of another value-added network through a leased circuit connecting its value-added network to the other value-added network.
- 4.4 In the event that the Licensee decides to terminate its value-added network services, it must notify the Ministry in writing regarding its intent in advance.

5. Audiotex Services

Scope

5.1 Audiotex services are telecommunication systems and services which enable a caller, by dialing a designated telephone number beginning with "1900", to receive a recorded announcement or to interact with a programme whereby he/she may communicate, by means of a dual-tone multi-frequency telephone key pad, a touch-tone telephone or other similar device, with a value-added network connected to the public switched telephone system for the purposes of sending or receiving information.

Specific Conditions

- 5.2 Access to the Audiotex services by users shall be through the public switched network.
- 5.3 The Licensee shall ensure that all announcements and programmes on the Audiotex services are pre-recorded and stored in the Audiotex system and shall not enable callers to communicate directly in real-time with other callers.
- 5.4 The Licensee shall comply with the following transmission standards:
- (a) There shall be no delay in starting the announcement or programme when a call is connected.
 - (b) Each Audiotex service shall be assigned a different telephone number.
 - (c) There shall be no interruption during the announcement or programme.
 - (d) Each call shall be for a maximum period of 10 minutes with an option for the caller to extend his/her call.
 - (e) Where callers are required to enter a unique code to access the Audiotex services, such codes shall be made available to the public either in lists published by the Licensee or through a telephone answering line available for enquiries 24 hours a day, the number for which shall be published in all advertisements for the Audiotex services.
- 5.5 The Licensee shall ensure that the number of attempted calls at any time does not significantly exceed the number of call-in lines for the Audiotex services and, if the Ministry determines that additional lines are required to adequately handle calls for the Audiotex services and to prevent congestion to other users of the public switched telephone system, the Licensee shall subscribe for such number of additional lines as the Ministry may direct.
- 5.6 The Licensee shall not, except with the prior approval of the Ministry, organise any mass calling event which will generate a high influx of calls to its Audiotex system.
- 5.7 The Licensee shall ensure that its current call charging rate is published in all advertisements for the Audiotex services and announced via a pre-recorded charge announcement played immediately after every call is connected.
- 5.8 The Licensee shall provide a grace period during which callers are not charged, either:
- (a) the first 6 seconds of a call where the charge announcement lasts 4 seconds; or
 - (b) the first 12 seconds of a call where the charge announcement lasts 10 seconds
- 5.9 The Licensee shall not claim any propriety right to any telephone number assigned to it.
- 5.10 In the event that the Licensee decides to terminate its Audiotex services, it must notify the Ministry in writing regarding its intent in advance.