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Decision No. 47/2016

**Regulating Customer Call Center Service**

Pursuant to the Telecommunications Regulatory Act issued by the Royal Decree No. 30/2002 and;

The Executive Regulation issued by Decision No. 144/2008; and

The Decision No 116/2012 on the Exemption of some Telecommunications Services from the Licensing Conditions in the Telecom Act;

The Decision No 17/2015 on Regulating Customer Call Center Service;

The approval of the Telecommunications Regulatory Authority obtained on 27<sup>th</sup> March 2016 on its meeting No. 2/2016 and;

Based on the exigencies of the public interest;

**It is decided:**

**Article 1**

In the application of Regulating Customer Call Center Service, the following regulations shall be applied.

**Article 2**

Decision No 17/2015 shall be repealed. Also all that is contravening this decision or contradicting its provisions shall be repealed.

**Article 3**

This Decision shall be published in the Gazette and shall become operative from the date following its publication.

Issued on: 2<sup>nd</sup> Ramadhan 1437 H.  
Corresponding to: 12 June 2016

**Mohammed Bin Hamed Al-Rumhi**  
Chairman of TRA Board □

## **Regulations of Customer Call Center Service**

### **Article 1**

In the application of the provisions of this regulation, Customer Call Center Service mean the service that depends on using telecommunications means to receive enquiries, provide information about products and service for beneficiaries.

### **Article 2**

Customer Call Center for the entities that provides service for its employees & beneficiaries shall be exempted from the implementation of these regulations.

### **Article 3**

The authorized for the provision of Customer Call Center shall be comply with the following:

1. Maintain call registry of the call received by the call center for a three months period; that shall be presented to the concerned entity if required.
2. Maintain a voice call registry of all calls directed to the beneficiaries to ensure the voice quality, presented to the concerned parties if required.
3. Ensure the confidentiality of the information obtained from the any person calling the center; unless the employee is legally obliged to disclose.
4. Enable the TRA with judicial power to access the equipment and tools related to the provision of the service.
5. Supply the Authority upon a written request any data or registry deem necessary to be checked.
6. Call center shall be furnished at least with 5 seats.
7. All system and equipment utilized in the provision of the service and beneficiaries data maintained located in the Sultanate.
8. The authorized for the provision of Customer Call Center not allowed transferring these data outside the Sultanate.

9. The provision of the licensed service only within the licensed network in the Sultanate.
10. Provision of consultancy service shall not be permitted unless the authorization is obtained from the Authority according to the related procedure where entities obtained such authorization are exempted.
11. Beneficiaries' number shall not be utilized by any mean including promotions, or the selling data base including number to other entities without a prior permission or approval from the owner.

**Article 4:**

Without prejudice to the penalties or fines stipulated in this License, any penalties set forth in the Telecommunications Regulatory Act, other laws, regulations or decisions issued in execution thereof, the Authority in case of violation of these regulations may cut off the service from Customer Call Center temporarily; impose fine not exceeding (1000 OMR) One Thousand Omani Rial per each breach or combine both penalties.

In case of repetition of the breach, the Authority is entitled to cut off the service permanently, double the penalty or combine both penalties.