Annex A13

# Call Center Service Regulations

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## First: Definition

**Call Center Service**: is a service provided through technical means, to deliver services required by customers, pursuant to agreements made with the entities contracting the Call Center. The Call Center infrastructure shall be able to be contacted by customers and support calls and communication and contacted customer services.

## Second: Call Center Service Provider's Obligations

1. Professional (e.g. medical, legal, engineering, financial etc.) services shall be limited to the professionals, who are licensed to practice such professions as per the laws and regulations applicable in the Kingdom of Saudi Arabia. In addition, the approval of the competent authorities licensing such profession must be obtained before promoting the service.

2. The approval of the responsible authorities shall be obtained before providing any service that is subject to the supervision of or falls under the responsibility of such authorities.

3. The content must not contradict with the Islamic teachings, ethics and public taste or violate the regulations and rules applicable in the Kingdom.

4. Unlicensed services shall not be provided, and only CITC-licensed networks shall be used.

5. If the service provision requires the use of the Internet, then these terms and conditions shall apply to the Servers based in the Kingdom.

6. The Service Provider shall adhere to the General Conditions and all other relevant License Conditions specified in the License Classification Regulation

## Third: Duration of Service Authorization

The Service Provider can offer this service as long as it has a valid General Class License and a valid Service Authorization to offer this service

## Appendix Service Authorization

The Service Authorization for Call Center Services will be as per 'Appendix E: Draft Service Authorization Annexure' in the 'License Classification Regulations'