



Call shops reseller agreement - New Procedure Effective from 15 November 2009

In the light of a large number of call shop activities and reseller agreements supporting these, TRA is amending the existing call shop procedure in order to reduce the administrative burden and time required for this for licensed operators, call shop owner and TRA.

The present call shop reseller procedure requires TRA to review and approve agreements between the Licensed Operators and the call shop owner, as well as receive and stamp a copy of the MOIC form which is accompanied by that agreement.

TRA is now streamlining this process.

Rather than requiring licencees to provide TRA with the reseller agreements for approval TRA will now require each licensee that wishes to or is already providing services through call shops to take the following steps.

Step 1

Apply to TRA by letter for prior written approval to resell through call shops on the Licensee's letter head, using the text in Annex A of this letter.

This is a once off process.

Step 2

Negotiate commercial agreements with the call shop owner/s. TRA will not intervene in these negotiations nor review the concluded agreement, although it reserves its right to review the agreements and take action under the Telecommunications Law if necessary.

This is an ongoing process, required for each call shop that the licensee wishes to enter into an agreement with. Note that this is **not** required for existing agreements.

Step 3

Authorised Persons of both the Licensee and the Call Shop sign a letter on the Licensee's Letter Head containing the text found in Annex B of this letter, and submit it with any necessary MOIC form for TRA's action.

Note that Steps 2 and 3 are ongoing processes and required for each call shop that the licensee wishes to enter into an agreement with.

We trust that this will be a less confusing and time consuming process.

This new process does not affect the existing status of existing call shop agreements or authorizations and nothing is required to bring those in line with this new process.

However TRA requires all Licensees that are already offering services through call shops to comply with Step 1 above and continue with Steps 2 and 3 from now on.

For questions, please contact Ms. Marwa Bucheeri at contact@tra.org.bh or telephone (00973) 1752 0000.

Alan Horne
General Director
Telecommunications Regulatory Authority
Manama
Kingdom of Bahrain

Annex A

[Please insert name of Licensed Operator], Commercial Registration Number **[Please insert CR number]**, (hereafter referred to as “the Licensee”) applies to Telecommunications Regulatory Authority for prior written approval to provide some or all of its services through a call shop subcontractor in accordance with the terms of the licences granted to it.

The Licensee understands and undertakes to TRA that in accordance with its licence obligations it shall continue to be fully liable for any obligation arising in relation to the provision of such licensed services through the call shop subcontractor.

The Licensee undertakes to TRA that it shall provide all end users of its licensed services through a call shop subcontractor with the same rights as if the end user was a direct subscriber of those services from the Licensee under the terms of the Licensee’s TRA approved Standard Subscriber Agreement.

Signed

(signature)

[Please insert name of Authorised Signatory]

[Please insert Date]

FOR TRA USE

TRA hereby confirms its written approval to **[Name of Licensee]** providing some or all of its Licensed Services through a call shop subcontractor based upon the undertakings given in this application and the Licensee’s obligations under the relevant provisions of its Licenses and the Telecommunications Law.

(signature)
General Director
Telecommunications Regulatory Authority

[Date]

Annex B

General Director
Telecommunications Regulatory Authority
Manama
Kingdom of Bahrain

Dear Sir,

Reseller Agreement between [please insert name of licensee] and [please insert name of call shop owner]

Further to your written approval dated [please insert date] of [please insert name of licensee], CR number [please insert CR number], providing some or all of its licensed services through call shop subcontractors.

Please be advised that [please insert name of licensee], have entered into an agreement for the purposes of reselling some or all of our licensed services.

Details of the reseller and agreement are as follows:

CR Number	Call Shop Name	Date of Agreement	Date of Termination
please insert	please insert	please insert	please insert

A copy of the agreement can be forwarded to you upon request.

We enclose a no objection form from the MOIC for your approval **[please enclose the MOIC form]**.

We confirm our continued undertakings given in our application dated **[date of application in annex A]**.

Yours sincerely,

[please insert signature of Authorized Person]
[please insert name of Authorized Person]
[please insert position of Authorized Person]