



IDAL

INVEST IN LEBANON

OPERATIONAL **LICENSES**

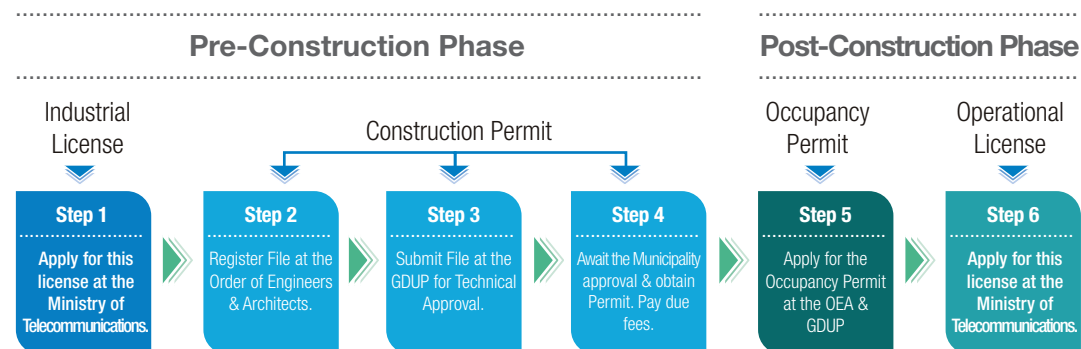
TELECOM
SECTOR

BSU BUSINESS
SUPPORT
UNIT



I. TELECOMMUNICATIONS SECTOR

STEP BY STEP



1.1 LICENSES FOR CALL CENTERS

A call center is a centralized office used for the purpose of receiving and transmitting a large volume of requests by telephone. A typical call center can be operated either in-house by a company or can be outsourced to another company. It usually handles inbound and/or outbound calls, which include: remote reception, catalog order entry, booking, customer service and support, help desk, disaster recovery/emergency response, telephone solicitations, courtesy calls, and information calls. Companies wishing to establish and operate Call Centers in Lebanon must first obtain an **Establishment License** from the Ministry of Telecommunications, before applying for an **Investment License**, in order to commence operation.

1.1.1 APPLYING FOR AN ESTABLISHMENT LICENSE

REQUIRED DOCUMENTS

1. **Application form**, signed and sealed by the company.
2. **Official letter** by the company, addressed to the Ministry of Telecommunications, requesting a review of its application. The letter must be signed and sealed by the company.
3. **Commercial Circular** of the company.
4. **Commercial Register**.
5. **Articles of Association**.
6. **Identification Card(s)** of the owner(s) and/or representative(s), if any.
7. **Statement** authorizing the representative(s), if any, to sign official documents.
8. **Financial Disclaimer Notice**.
9. The required bandwidth of the international leased line, together with justifications of use, must be specified.
10. **Document** stating the number of seats at the call center, provided that they are not less than 10.
11. **Schematic diagram** of the call center's layout, with complete equipment details, technical specifications and configuration;

FILE PROGRESS SYSTEM

- The application shall be submitted at the Ministry of Telecommunications in Beirut;
- The Surveillance & Coordination Committee will study the application before announcing its decision, within a timeframe of 15 days. This timeframe could be extended by 15 additional days in case any technical and/or material alterations are noticed.
- Once the application is approved, the Ministry and the concerned party shall sign the agreement, which officially grants the company an Establishment License.

1.1.2 APPLYING FOR AN INVESTMENT LICENSE

REQUIRED CONDITIONS

- In an official letter addressed to the Minister of Telecommunications, the company must designate two representatives who shall be responsible for following up with the concerned committee. One of the representatives must have a technical background.



REQUIRED DOCUMENTS

1. **Technical file**, which includes:
 - The physical & logical network diagrams;
 - The list of equipment to be used;
 - The list of applications.
2. **Information** on the Remote Monitoring System, HW, SW, license, & connectivity.
3. Outline & prerequisites of the **staff training course**.
4. **Financial statements** of the center.
5. **Document** stating the number of seats at the call center.
6. **Employment Table**, indicating the names of all staff members, their positions, nationality, and linguistic skills.
7. **Description** of the type of services offered by the center.
8. **Call data records**, i.e. estimation of the number and length of outbound and inbound calls, along with their distribution within the center.
9. Any **report or publication** that assists in the fostering of the sector and its competitiveness.
10. Any other updated information.

FILE PROGRESS SYSTEM

- The application file shall be submitted at the Ministry of Telecommunications in Beirut.
- Upon reviewing the documents, the Surveillance & Coordination Committee will decide on the technical file (specified above), which if approved, will enable the company to request the installation of necessary telecommunication lines (local or international). This task must be conducted at the Ministry of Telecommunication in Beirut.
- Once again, the Surveillance & Coordination Committee decides on the previous request.
- Once the request is approved, the Surveillance & Coordination Committee transfers the file to the Investment Department, responsible for drafting the License.

Note: In case the international call center wishes to increase the bandwidth of its international line, modify or make additions to its POP (Point of Presence), it should submit an application at the Ministry of Telecommunications. The application should include a commercial and technical study justifying the need for a modification or addition.

CONTACTS

Ministry Of Telecommunications

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