



NON-PROFIT ORGANIZATION

National Association of Contact Centers

Brief information about NACC

Moscow

2012

Legal address: Raspletina str., 19, office 32, Moscow, 123060, Russia
OGRN 1107799002816 | INN 7734268942 | KPP 773401001

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CERTIFICATE OF STATE REGISTRATION

														
МИНИСТЕРСТВО ЮСТИЦИИ РОССИЙСКОЙ ФЕДЕРАЦИИ														
<h1 style="margin: 0;">СВИДЕТЕЛЬСТВО</h1>														
о государственной регистрации некоммерческой организации														
<p>Ассоциация организаций по поддержке инновационного развития «Национальная Ассоциация Контактных Центров»</p>														
<p>123060, г. Москва, Расплетина ул., д. 19, офис 32</p>														
<p>Решение о государственной регистрации некоммерческой организации при создании принято "25" января 2010 г. Главным управлением Министерства юстиции Российской Федерации по Москве.</p>														
<p>Запись о некоммерческой организации внесена в Единый государственный реестр юридических лиц "11" февраля 2010 г. за основным государственным регистрационным номером:</p>														
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<p>Начальник Главного управления Министерства юстиции Российской Федерации по Москве</p>	<div style="text-align: center;">  </div> <p style="text-align: right;">В.В.Демидов</p>													
<p>Учетный N</p>	<table border="1"> <tr> <td>7</td><td>7</td><td>1</td><td>4</td><td>0</td><td>6</td><td>0</td><td>7</td><td>5</td><td>2</td> </tr> </table>	7	7	1	4	0	6	0	7	5	2			
7	7	1	4	0	6	0	7	5	2					
<p>Дата выдачи "16" февраля 2010 г.</p>														



STATUS

Association of organizations on support of innovative development **National Association of Contact Centers** is a nonprofit organization voluntary founded by legal bodies for coordination of professional activity and protection of interests of its Members.

The Association carries out its activity according to the Constitution of the Russian Federation, the Civil Code of the Russian Federation, Federal Law No. 7-FZ *On Nonprofit Organizations* of December 08, 1995, other current legislation of the Russian Federation and the Charter of Association.

The Association is founded without restriction of its term of activity.

The Association was registered in the Uniform State Register of Legal Entities on 11.02.2010 with number 1107799002816.

Only legal bodies that carry out their activity in the areas specified below can be **Members of the Association**:

- Provision of services to citizens and legal bodies in telephone contact centers (call-centers, call processing centers) of enterprises, organizations and public agencies, including state and municipal authorities, banks, insurance companies, communication service providers, retail trade enterprises and wholesalers, utilities companies, power companies, transport enterprises, tourism enterprises and others;
- Provision of telephone and other call processing services;
- Development, supply, distribution, integration and leasing of telecommunication hardware and software, including those for contact centers;
- Servicing;
- Telemarketing;
- Remote trade;
- Telesales;
- Recruiting, training and motivation of staff;
- Certification;
- Marketing research, consulting and audit;
- Mass media and event management;
- Any other activity anyhow connected with contact centers within the territory of the Russian Federation or abroad.

Members of the Association are:

Legal bodies acceding to the Association, which:

- Carry out their activity in the field of contact centers;
- In due time pay periodic (annual) membership fees, and also target contributions for financing of specific events and programs organized by the Association;
- Comply with the requirements of the Charter, decisions of the governing bodies and in-house documents of the Association
- Bring a real contribution to the achievement of the objectives of the Association.

Members of the Association retain their legal and economic independence.

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The Association has the status of a guest member in the European Confederation of Contact Centre Organizations

The Association's full name in Russian is:

Ассоциация организаций по поддержке инновационного развития «Национальная Ассоциация Контактных Центров»

The Association's abbreviated name in Russian is: НАКЦ.

The Association's full name in English is:

National Association of Contact Centers.

The Association's abbreviated name in English is: NACC.

The Association's location: Moscow, Russia

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OBJECTIVES AND GOALS

The purpose of the Association's activity is coordination of activity of its Members and protection of their interests within territory of Russia in the following areas:

- Marketing, benchmarking and other types of analytical research, including level of quality and service satisfaction in contact centers, study of regional labour markets and others;
- Determination of standards, and service quality improvement in contact centers in various industries and sectors;
- Accumulation of a knowledge base and dissemination of successful experience, including international experience for the purpose of enhancement of professional skills of staff and improvement of services in contact centers;
- Determination and formalization of standards governing service quality, management, staff training in the contact centers;
- Development of voluntary certification tools for management systems, quality of contact centers' operation and staff;
- Organization and carrying out of seminars, conferences, exhibitions, business meetings, contests;
- Issue of regulations, educational and reference literature;
- Interaction with similar or allied associations, institutions and non-governmental organizations of the Russian Federation and foreign countries, participation in domestic and international exhibitions, seminars and conferences;
- Other activity that is connected with contact centers and does not contradict the objectives of the Association and current legislation of the Russian Federation.

Object of the Association's activity is:

- Protection of rights and interests of its Members, coordination of their activity and assurance of legal guarantees;
- Representation of interests of the Association and/or its Members (subject to their consent) before public authorities;
- Creation of a system of horizontal ties and mutual support of Members of the Association during their authorized activities;
- Regular analytical research, release of corresponding reports;
- Investigation of trends in the market of information technology, telecommunications, staff for contact centers and recommendations for Members;
- Assistance to enhance professional level of specialists, arrangement of their training and professional development, including training abroad;
- Participation and (or) organization together with its Members of theme exhibitions, conferences, seminars, contests and other events for the purpose of experience sharing, training, professional development, establishment of business contacts;
- If necessary, creation of other nonprofit organizations, participation in associations and unions, establishment of or participation in institutions according to the statutory objectives of the Association;

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- Assistance to the Members in their business ventures by searching reliable partners for joint activities, providing information, legal support and representation;
- Cooperation with national, foreign and international unions, associations and other similar alliances;
- Other activities for achievement of the objectives stipulated by the Charter of the Association;
- Charitable and important social campaigns.

If necessary, the Association shall obtain licenses to engage in corresponding activities in accordance with the procedure prescribed by law.



BENEFITS

The undoubted advantages of membership in the Association for contact centers of various companies can be divided into two groups as follows:

FINANCIAL BENEFITS

- Association members receive preferential conditions for participation in events organized with the NACC support. Participation in at least two or three events during the year can return the membership fee in the form of savings on favorable terms of participation.
- Association members receive preferential conditions for market research reports, which are regularly held with the NACC support or direct involvement. Getting at least two or three reports during the year can return the membership fee in the form of savings on concessionary terms.
- Association members receive preferential conditions for participation in different affiliate programs, such as training, auditing, certification, etc.
- Active participation in NACC projects allows you to return the membership fee during the year several times, and membership dues allow the Association to launch more new projects, which before the creation of the Association would be difficult, and in some cases simply not possible.

INTANGIBLE BENEFITS

- own targets and objectives of each member of the Association in a form can be regarded as a common goal and task for all members of the Association
- the union of intellectual and other intangible resources of each member of the Association may have a synergistic effect and, consequently, obtain the obvious advantages in achieving the goals and objectives of each of the members of the Association
- access to each member of the Association to shared resources and expertise of the Association of Banks gives clear advantages in achieving personal goals of each member of the Association separately
- The Association provides a high platform for each member of the Association with an opportunity to address the community for advice, assistance, protection, with a proposal, initiative, etc.
- joint opposition to the challenges of efficiently distributing power among members of the Association and to achieve our goals together to defend and protect the common interests
- coordination between the members of the Association achieves an advantage in addressing the interaction of market participants, to ensure and guarantee fair competition
- the possibility of the Association to order and carry out costly and extensive analytical, marketing and other studies, the main measure, private or industry benchmarks and to disseminate the results among the members of the Association of the latest offers clear advantages
- the possibility of the Association at the invitation of the leading internationally recognized experts, trainers, consultants, and speakers to attend and speak at events the Association offers its members certain advantages in access to the latest information and cutting-edge knowledge in the industry

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- common efforts to identify, formulate and approve standards of service quality, management, training, technological development allows members of the Association to obtain indisputable competitive advantage by using certificates of conformity with an approved standard
- Association of access to international bank of knowledge, experience and expertise allows members of the Association to use these resources to achieve their own goals and objectives
- Association participated in the largest international professional and industry associations and unions allows each member to benefit from such participation

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ACTIVITY

Primarily, NACC activity is dedicated to coordination of activity of its Members and protection of their interests within the territory of Russia, as well as to achievement of local, short-term objectives and tackling current tasks identified and approved at regular meetings of the Association in the following strategic areas:

- Market research and measurement;
- R&D;
- Standardization and voluntary certification;
- Knowledge and experience sharing;
- Training and professional development;
- Carrying out of business events, rewarding of the best in the industry;
- Publishing;
- International interaction for the purpose of market development;
- Other activity not contradicting the legislation of the Russian Federation.

To achieve a more efficient activity of Association, allocation of resources and concentration of efforts on certain priority directions, Working Groups, responsible for elaboration and preparation of recommendations, standards, results of market research, R&D and other documents aimed at efficient tackling of problems in certain area of activity, are created within the Association. Up-to date information on activity of Working Groups is available at the Association's web-site: KOHTAKT-ЦЕНТРЫ.РФ.

For more efficient interaction of Members of the Association to achieve NACC objectives and tackle NACC tasks, as well as for interaction with the general public, attraction of new members, improvement of experience sharing process, assistance to the development of contact centers market in the Russian Federation and abroad, the Association will organize, carry out, support or recommend to participate in events that will be included in the List of Events of NACC Association. Up-to-date information about the List of Events is available at the Association's web-site: KOHTAKT-ЦЕНТРЫ.РФ.

MEMBERSHIP

Only legal bodies that carry out their activity in the areas specified below can be **Members of the Association**:

- Provision of services to citizens and legal bodies in telephone contact centers (call-centers, call processing centers) of enterprises, organizations and public agencies, including state and municipal authorities, banks, insurance companies, communication service providers, retail trade enterprises and wholesalers, utilities companies, power companies, transport enterprises, tourism enterprises and others;
- Provision of telephone and other call processing services;
- Development, supply, distribution, integration and leasing of telecommunication hardware and software, including those for contact centers;
- Servicing;
- Telemarketing;
- Remote trade;
- Telesales;
- Recruiting, training and motivation of staff;
- Certification;
- Marketing research, consulting and audit;
- Mass media and event management;
- Any other activity anyhow connected with contact centers within the territory of the Russian Federation or abroad.

Members of the Association are:

- Legal bodies acceding to the Association, which:
 - carry out their activity in the field of contact centers in accordance with the Charter of NACC,
 - in due time pay periodic (annual) membership fees, and also target contributions for financing of specific events and programs organized by the Association,
 - comply with the requirements of the Charter, decisions of the governing bodies and in-house documents of the Association,
 - bring a real contribution to the achievement of the objectives of the Association,
 - Members of the Association retain their legal and economic independence.

Regulations for joining and leaving the Association:

- The Association is open for new Members to join.
- New Member shall be accepted to the Association at the General Meeting (Association Convention) against an application addressed to the President of the Association who shall present the candidate at the next General Meeting (Association Convention) following the application filing date.

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- Not later than 30-days after a resolution of candidate's admission to the Association is made by the General Meeting, the candidate shall pay periodic (annual) membership fee which for such candidate will actually be an affiliation fee. The candidate is considered admitted to the Association after the said payment is made. This rule shall not apply, if a candidate is exempted from periodic (annual) membership fee in accordance with the Charter.
- Any Member of the Association may terminate its membership in the Association at the end of a fiscal year.



APPENDIX 1. NACC ASSOCIATION MEMBERSHIP APPLICATION

On letterhead paper

Attn: Mr. D.V. Manin
President of Association of
Organizations on Support of
Innovative Development National
Association of Contact Centers

APPLICATION from organization for NACC Association membership

Dear Mr. Manin,

I do hereby apply for membership of our organization in Association of Organizations on Support of Innovative Development National Association of Contact Centers:

1	Full name of organization:	
2	Legal address:	
3	Office address:	
4	Mailing address (if different):	
5	TIN (INN)/Registration Reason Code (KPP):	
6	Certificate of State Registration (No. series, date of issue):	
7	PSRN (OGRN)	
8	Short description of organization's activity:	
9	WEB SITE:	

Authorized representative of organization in NACC Association		
10	Surname	
11	Name, middle name	
12	Position	
13	Contact telephone number, including country and city code	
14	Cell phone	
15	E-mail	
16	Authorized person acts pursuant to (power of attorney number, Charter, etc.)	

Our organization carries out activity in the field specified in item 8 hereof.

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Our organization undertakes to pay in due time periodic (annual) membership fees, and, if resolved so by the General Meeting of the Association, pay target contributions to finance any specific events and programs organized by the Association, comply with the requirements of the Charter, resolutions of the governing bodies and in-house document of the Association.

On behalf of the Organization:

_____ (Full name, position of authorized representative of organization in NACC Association)

Signature: _____ Date _____

L.S.

Enclosed to the Application:

1. The basic registration data of the Organization (bank details);
2. A copy of the power of attorney entitling the authorized representative (signatory to this application) to represent the organization in NACC.

THIS APPLICATION SHOULD BE FILLED IN, PRINTED, SIGNED, SEALED, SCANNED AND SENT TOGETHER WITH ENCLOSED DOCUMENTS TO EMAIL: entry@contact-centers.ru or fax: +7 495 995 80 07



APPENDIX 2. FEES REGULATION

APPROVED

by resolution the Board of
NACC Association,

Minutes No. 1 of April 19, 2010

On payment of periodic (annual) membership fees, exemption from or reduction of the amount of periodic (annual) membership fees for individual Members of the Association that submitted a reasonable request for such exemption or reduction

According to paragraph 3.2 of the Charter of NACC Association, Members of the Association shall in due time pay periodic (annual) membership fees and target contributions for financing particular events and programs organized by the Association. According to paragraph 7.3.4 the Board's competence shall include approval of the Membership Fees Regulation and, subject to consent of the President, making decisions in accordance with the Fees Regulation on exemption from or reduction of the amount of periodic (annual) membership fees for individual Members of the Association that submit a reasonable request for such exemption or reduction.

1. Membership Fees

1.1. Members of NACC Association shall pay in due time periodic (annual) membership fees and target contributions for financing particular events and programs organized by the Association.

1.2. The amount of periodic (annual) membership fee shall be determined by the Association Board in the Fees Regulation and shall be fixed in Russian rubles.

1.3. Annual membership fees shall be paid by each Member of the Association during the quarter following the accounting fiscal year, against an invoice issued by NACC Executive Body – Association Board of Administrators.

1.4. Not later than 30 days after a resolution of candidate's admission to the Association is made by the General Meeting, the candidate shall pay periodic (annual) membership fee which for such candidate will actually be an affiliation fee.

1.5. NACC Association's Executive Office shall issue invoices for payment of periodic (annual) membership fees.

1.6. Non-payment of annual membership fees within 6 months after the deadline is the basis for exclusion from Members of the Association.

1.7. Each Member of the Association can address the Board of Association with a reasonable request for exemption from or reduction of periodic (annual) membership fees.

1.8. The Amounts of membership fees in NACC Association shall be the following:

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1.8.1. RUB 39,000 (not subject to VAT) shall be paid by legal bodies carrying out activity in one of the following areas:

- Provision of services to citizens and legal bodies in telephone contact centers (call-centers, call processing centers) of enterprises, organizations and public agencies, including state and municipal authorities, banks, insurance companies, communication service providers, retail trade enterprises and wholesalers, utilities companies, power companies, transport enterprises, tourism enterprises and others;
- Provision of telephone and other call processing services;
- Servicing;
- Telemarketing;
- Remote trade;
- Telesales;
- Recruiting, training and motivation of staff;
- Certification;
- Marketing research, consulting and audit;
- Mass media and event management;

1.8.2. RUB 78,000 (not subject to VAT) shall be paid by legal bodies carrying out activity in the following area:

- Development, supply, distribution, integration and leasing of telecommunication hardware and software, including those for contact centers;

1.9. No fees paid by any Members leaving the Association shall be refunded.

2. Target Contributions.

2.1. Target contributions are intended for financing of particular events and programs organized by the Association.

2.2. Members of the Association shall pay in due time target contributions according to resolutions of the General Meeting (Association Convention).

2.3. Deadlines, amount and form of target contributions payment shall be determined by resolutions of the General Meeting (Association Convention).

2.4. Target contributions shall be paid within 15 days from the date of invoice issued by Association Board of Administrators.

2.5. In case of non-payment within 15 days after the date of invoice the Member of the Association shall submit written explanations for such non-payment to the Association Board or shall guarantee payment by a new deadline.

2.6. The Members of the Association that have not paid a target contribution within the applicable deadline will be deprived of their right to participate in and use results of events and programs organized by the Association and financed with such contributions.

2.7. Target contributions are not subject to refund.

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CONTACTS

NACC Board

NACC President – Dmitry Vladimirovich Manin

Executive Vice-President - Dmitry Vladimirovich Aristarkhov

Vice-President for Standardization, Certification and Training – Oleg Marikovich Zeldin

Vice-President for IT Standardization – Pavel Borisovich Teplov

Vice-President for Contact Centers Market Research – Valery Tarasov

NACC Board of Administrators

NACC Executive Secretary – Svetlana Yurievna Aristarkhova

Telephone number (multichannel): +7 495 995 80 07

e-mail: info@contact-centers.ru

WEB: КОНТАКТ-ЦЕНТРЫ.РФ

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