

From: PCCC Supervisor
To: [pointtopoint](#)
Subject: Booking Service Provider
Date: Thursday, 20 April 2017 2:50:45 PM
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)

Hi

I'm trying to find out if Pacific Coast Call Centres is or would be classed as a Booking Service Provider under the new point to point regulations. As you are aware the new regulations place a large emphasis on a booking service provider. We recently asked this question of the Taxi Commissioner at a meeting of the NSW Taxi industry. The answer to the question was, we would be deemed to be a "3rd party booking company" as we are not a taxi network, even though taxi networks subscribe to our services for booking and dispatch. As a 3rd party booking company we wouldn't come under the regulations.

I'm seeking clarification as the Booking Service Provider Fact sheet found at <https://www.transport.nsw.gov.au/sites/default/files/b2b/pointtopoint/point-to-point-booking-service-provider-fact-sheet.pdf>

states the following:

What does 'provide a booking service' mean?

The Act prescribes that to provide a booking service means carry on the business of taking and communicating bookings for taxis or hire vehicles to provide passenger services. This includes directly communicating the bookings to drivers or arranging bookings to pass on to a service provider to carry out the passenger service..

The description above is what we do as a call centre, take bookings and transmit them via our booking and dispatch system to the appropriate vehicle within a taxi network. The fact sheet also states that: A provider of a booking service must be authorised.

If we are classed as a booking service provider, how do we become authorised?

Are we authorised by default? (we aren't a start-up company and have been conducting our business for a number of years)

We'd just like to have this clarified so we are clear. This would save any confusion between ourselves and our customers with understanding who is responsible for what.

Kind Regards
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