§ 790. Definitions. As used in this article:

1. The term "call center" means a facility or other operation in which employees receive phone calls or other communications, including electronic communications for the purpose of providing customer assistance or for related services supportive of business processes.

2. The term "call center contract" means a contract with a governmental body, or a subcontract with an entity that has a contract with a governmental body, pursuant to which the contractor furnishes call center services for the benefit of the governmental body.

3. The term "governmental body" means the state of New York and any public authority or public benefit corporation in the state of New York.

4. The term "call center employee" means any person employed to perform call center services who has been regularly assigned to such work for a call center contractor on a full or part-time basis for at least ninety days, except for (a) persons whose work for a call center is managerial or supervisory; and (b) persons regularly scheduled to work fewer than four hours per week for the call center.

5. The term "entity" means a person, partnership, proprietorship, association, limited liability company, trust, corporation, firm, joint venture or enterprise of any kind.

6. The term "call center contractor" means an entity (a) that is a party to a call center contract, and (b) provides call center services for the benefit of a governmental body, and (c) employs call center employees or engages a subcontractor or other entity to perform such call center services and that entity employs call center employees.

7. The term "terminating call center contractor" means an entity that has provided services as a call center contractor pursuant to a call center contract which is being terminated.

8. The term "former call center contractor" means an entity that

provided services as a call center contractor pursuant to a call center contract which has been terminated, and after termination of that contractor, a successor call center contractor has performed some or all of the same services pursuant to a call center contract.

9. The term "successor call center contractor" means an entity that, pursuant to a call center service contract, succeeds to the performance of call center services previously performed by a terminating call center contractor.