



Bangladesh Telecommunication Regulatory Commission
IEB Bhaban (5th, 6th & 7th Floor), Ramna, Dhaka-1000.



**APPLICATION FOR
LICENSE OF CALL CENTER / HOSTED CALL CENTER (HCC) / HOSTED CALL CENTER
SERVICE PROVIDER (HCCSP)**

A. APPLICANT PROFILE

1. Name of Applicant		
Registered Office Address		
Telephone & Mobile		
Fax		
E-mail		Website
2. Name of Authorized Signatory and Contact Person		
Full Address for Communication		
Telephone & Mobile		
Fax		
E-mail		Website
3. Present Business Activities of the Applicant/Company/Group Company		

B. PRESENT PROPOSAL (Please submit separate sheet for each centre)

Type of Center:

Call Center Hosted Call Center HCCSP Domestic International

1. Address of the Location of Proposed Call Centre/Hosted Call Center/ HCCSP	
2. No. of Seats	
3. Client's Details (Name, Address, Telephone, FAX, Email, Web & nature of Business)	
4. Type of Activities being Outsourced to the Company by the Client	
5. Proposed no. of Employees (Local and Expatriate)	

6. Bandwidth connectivity details from the proposed Call Center/HCCSP to the PoPs at the Foreign end Locations.
(Not applicable for Hosted Call Center)

(Point of presence (PoPs) are the client locations at the foreign end where the telecom traffic of the client is collected for the Bangladesh end.
(ALL BANDWIDTHS TO BE TAKEN FROM AUTHORISED SERVICE PROVIDERS ONLY)

Proposed International Call Centre/HCCSP Address details (Bangladesh end Address) same as B1 above	Address of the foreign end PoP	Bandwidth (Kbps/Mbps/E1s,etc) and connectivity details	Proposed Bandwidth Provider
		IPLC:	
		Backup: (SAT/VSAT)	

7. Whether the proposed Center will be inter-connected to any other Center/DRC Site? If yes, give connectivity details, Addresses etc.
(ALL BANDWIDTHS TO BE TAKEN FROM AUTHORISED SERVICE PROVIDERS ONLY)

Proposed International call centre address details (Same as B1)	Connectivity requested to the other call centre/DRC site of the company (Address of the location)	Existing bandwidth, if any	New Bandwidth connectivity/ additional connectivity requested	Total Bandwidth

NOTE:

-If the required information against items B(3,4,5,6&7) cannot be given now, these have to be provided before starting of service in the same application form as an update of present application.

-Applicant must ensure that no column in the application is left blank. Please mention 'Not Applicable' or 'Nil' if so.

-Please tick [√] the Appropriate Box.

-Applications with incomplete / unclear proposal may be rejected without any notice.

C. EXISTING CALL CENTERS (IF APPLICABLE):

1. Addresses of all the existing Centers, if any, under other license(s)

Address of the Center	
Nature of Center <input type="checkbox"/> Domestic <input type="checkbox"/> International	<input type="checkbox"/> Call Center <input type="checkbox"/> Host Call Center <input type="checkbox"/> HCCSP

Name of the 'Hosted Call Center Service Provider', if Applicable	
License No & date of License	
Starting Date of Service	
No. of Agents/ Seats as on Date	
Bandwidth	
Name of the Clients	
Type of Activity	

(If there are more Centers, please attach extra sheets)

2. Existing International Bandwidth connectivity detail, if any:			
Call Center / HCCSP Center address in Bangladesh	Address of the foreign end PoP	Existing Bandwidth (Kbps/Mbps)	Bandwidth Provider
		IPLC	
		Backup	

3. Total Number of Persons Employed by the Company in their Call Centers: (Local and Foreign Personnel are to be shown separately)	
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4. Combined Turnover of Call Centers of the Company during last 2 Financial Years, as Applicable	Year	Turnover (In Taka)

D. DOCUMENTS TO BE ENCLOSED:

Following documents are to be duly certified and to be attached with the application form:

Serial	Items	Attached	Not Attached	Remarks
1.	Valid Trade License			
2.	Up to date Income Tax Clearance Certificate (if applicable) and TIN Certificate			
3.	Copy of Existing Call Center/HCC/HCCSP License(s) issued by the Commission			
4.	Memorandum & Articles of Association and Certificate of Incorporation duly Notarized if Applicable			
5.	Copy of any other operator licenses issued by the Commission			
6.	License Fee of Tk. 5,000.00 in favor of "Bangladesh Telecommunication Regulatory Commission" DD/PO No.----- Date ----- Bank-----			

7.	Authorization to the Authorized Signatory (Resolution of The Board of Directors/Power of Attorney duly notarized)			
8.	List of Present Directors of the Company with Name, Address and Signatures of the Directors			
9.	Present share-holding position of the Company			
10.	Copy of Agreement with Foreign Partners/Investors duly Notarized if Applicable			
11.	Network diagram duly signed. Diagram is required just to clarify the network connectivity as given in the application and in no case it shall be treated as an approval for setting up the network.			
12.	Business proposal on Call Centre/Hosted Call Center/Hosted Call Center Service Provider with cost analysis report.			

In case any of the above documents is not enclosed, please give reasons.

C. DECLARATION

- Has any Application for License of Call Center/HCC/HCCSP been rejected before? Yes No
(if yes, please give date of application and reasons for rejection)
- Has any License issued previously to the Applicant/any Share Holder/Partner been cancelled?
 Yes No (if yes, please give details)
- Do the Applicant/any Share Holder/Partner hold any other Operator Licenses from the Commission?
 Yes No (if yes, please give details)
- I/We hereby certify that I/We have carefully read the guidelines/terms and conditions, for the license and I/We undertake to comply with the terms and conditions therein. (Terms and Conditions of **License Guidelines for Call Center/HCC/HCCSP** are available at www.btrc.gov.bd.)
- I/We hereby certify that I/We have carefully read the section 36 of Bangladesh Telecommunication Act, 2001 and I/We are not disqualified from obtaining the license.
- I/We understand that this application if found incomplete in any respect and /or if found with conditional compliance shall be summarily rejected.
- I/We understand that if at any time any information furnished for obtaining the license is found incorrect then the license if granted on the basis of such application shall deemed to be cancelled and shall be liable for action as per Bangladesh Telecommunication Act, 2001.

Date:
Place:

Signature and name of the
Applicant/Authorized
Signatory with seal

Note: The completed application form is to be submitted to:

Director, Legal and Licensing,
Bangladesh Telecommunication Regulatory Commission (BTRC)
IEB Bhaban (5th, 6th & 7th Floor), Ramna, Dhaka-1000.