



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



**REGISTRATION FOR
ADDITION OF CALL CENTER/HOSTED CALL CENTER/HOSTED CALL CENTER
SERVICE PROVIDER (HCCSP) CENTER OR ADDITION OF SEATS IN CALL
CENTER/HCC UNDER EXISTING LICENSE**

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 Activities of the Company		

4. Total Number of Persons Employed by the Call Center Setup	i. Type of center: <input type="checkbox"/> Domestic <input type="checkbox"/> International <input type="checkbox"/> Call Center <input type="checkbox"/> HCC <input type="checkbox"/> HCCSP ii. Total no. of center(s): ----- Call Center. -----HCC. ----- HCCSP iii. ----- Local. ----- Foreign
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5. Combined Turnover of CC/HCC/HCCSP Centers during last 2 Financial Years (as applicable):	Year	Turnover (Taka)

6. Addresses of existing CC/HCC/HCCSP Centers	
Nature of Centre <input type="checkbox"/> Domestic <input type="checkbox"/> International	<input type="checkbox"/> Call Center <input type="checkbox"/> Hosted Call Center <input type="checkbox"/> HCCSP
Address	
License No. & Date	

Starting Date of Service	
No. of Agents/ Seats as on Date	
Total Bandwidth in use (IPLC and Backup)	
Name of Clients	
Nature of Outsourced Activity	

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

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

I. Addition of Call Center/Hosted Call Center:
(Applicable for Call Center or Hosted Call Center Operator)

1. Type of Call Center	<input type="checkbox"/> Domestic <input type="checkbox"/> International <input type="checkbox"/> Call Center <input type="checkbox"/> Hosted Call Center
2. Proposed Location of the Center	
3. Number of Seats	
3. Domestic Client's Names and Addresses (for domestic call center/HCC)	
4. Foreign Client's Name and Address (for international call center)	
5. Name of HCCSP (in case of Hosted Call Center)	
6. Bandwidth in Use	
7. Additional Bandwidth Requirement	
8. Name of Local Point to Point Connectivity Provider and Capacity of the Link	
9. Any other information	

10. Whether the proposed Center will be inter-connected to any other Center/DRC Site? If yes, give connectivity details, Addresses etc.				
	Proposed Centre Address details.	Connectivity requested to the other call centre/DRC site of the Applicant's (Address of the Location)	Bandwidth Requirement.	Name of the Connectivity Provider.

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(Please use separate sheet for each license)

II. Addition of HCCSP Center or Hosted Call Center under HCCSP:
(Applicable for HCCSP)

1. Address of the new HCCSP	
2. No. of Clients Proposed	
3. Name and Address of new Local Client(s)	
4. Type of Activities of the Client Hosted Call Center(s)	
5. Name of the Foreign Clients of the Hosted Call Centers	
6. Total International Bandwidth in Use	
7. Additional International Bandwidth Requirement	
8. Name of Local Point to Point Connectivity Provider and Capacity of the Link	
9. Any other Information	

III. Addition of Seats

1. Type of Call Center	<input type="checkbox"/> Domestic <input type="checkbox"/> International <input type="checkbox"/> Call Center <input type="checkbox"/> Hosted Call Center
2. Existing Number of Seats	
3. Additional Seats.	
4. Domestic Client's Names and Addresses: (for domestic call center/HCC)	
5. Foreign Clients Name and Address (for international call center)	
6. Name of HCCSP (in case of Hosted Call Center)	
7. Total International Bandwidth in Use	
8. Additional International Bandwidth Requirement	
9. Name of Local Point to Point Connectivity Provider and Capacity of the Link	
10. Any other Information	

(Please use separate sheet for each license)

C. DOCUMENTS TO BE ENCLOSED

Following documents to be duly certified:

Serial	Items	Attached	Not Attached	Remarks
1	Valid Trade License			
2	Up to Date Income Tax Clearance Certificate			
3	List of Present Directors/Partners of the Company with Name, Address and Signatures of the Directors/Partners			
4	Present Share Holding Pattern of the Company			
6	Network Diagram to be duly signed by the authorized signatory (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)			

In case any of the above documents are not enclosed, please give reasons in remarks column.

D. DECLARATION

1. 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/Hosted Call Center/Hosted Call Center Service Provider (HCCSP)** category are available at www.btrc.gov.bd).
2. I/We understand that this application if found incomplete in any respect and /or if found with conditional compliance shall be summarily rejected.
3. I/We understand that if at any time any information furnished for obtaining the registration is found incorrect then the registration if granted thereto on the basis of such application shall deemed to be cancelled.

Date:
Place:Signature and name of the
Authorized Signatory with
Company's 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.