



**Bangladesh Telecommunication Regulatory Commission**  
IEB Bhaban (5<sup>th</sup>, 6<sup>th</sup> & 7<sup>th</sup> Floor), Ramna, Dhaka-1000



**REGISTRATION FOR  
CHANGE OF LOCATION OF CALL CENTER/HOSTED CALL CENTER/HOSTED CALL  
CENTER SERVICE PROVIDER'S CENTER (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 Activities of the Applicant Centers		
4. Total Number of Persons Employed by the Company in their Call Center Setup: (local & expatriate personnel to shown separately)	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	
5. Combined Turnover of CC/HCC/HCCSP Centers of the Company during last 2 Financial Years	Year	Turnover (Taka)
6. Addresses of Existing CC/HCC/HCCSP Centers		
Address		
Type of Center	<input type="checkbox"/> Domestic <input type="checkbox"/> International <input type="checkbox"/> Call Center <input type="checkbox"/> Hosted Call Center <input type="checkbox"/> HCCSP	
License No. & Date		

Starting Date of Service	
No. of Agents/ Seats as on Date	
Name of HCCSP (applicable for HCCSP)	
Total Bandwidth	
Name of Client(s) (Domestic or International)	
Nature of Outsourced Activity	

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

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

**I. Change of Address:**

1. Type of Center	<input type="checkbox"/> Domestic <input type="checkbox"/> International <input type="checkbox"/> Call Center <input type="checkbox"/> Hosted Call Center <input type="checkbox"/> HCCSP
2. Address of the Center	
3. Name of HCCSP (For Hosted Call Center)	
4. Domestic Client's Names and Addresses (for domestic call center/HCC)	
5. Foreign Client's Name and Address (for international call center)	
6. License Number & Date	
7. Date of Start of Service	
8. Reason for Change of Location/Address	
9. Address of the Proposed New Location	
10. No. of Proposed Seats	
11. Clients Name and Address	
12. Nature of Outsourced Activities	
13. Bandwidth in use	
14. Additional Bandwidth Requirement	
15. Name of Local Point to Point Connectivity Provider and Capacity of the Link.	
15. Any other Information	

**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.	Copy of License issued by the Commission			
4.	List of Present Directors/partners of the company with Name, Address and signatures of the Directors/partners			
5.	Present share holding position of the company			
6.	Network Diagram 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 certificates is not enclosed, please give reasons

**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](http://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  
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 (5<sup>th</sup>, 6<sup>th</sup> & 7<sup>th</sup> Floor), Ramna, Dhaka-1000.