



Bangladesh Telecommunication Regulatory Commission

IEB Bhaban, Ramna, Dhaka-1000, Bangladesh.

“একই সূত্র ও তারিখে প্রতিস্থাপিত”

No: 14.32.0000.006.34.300.17.112

Date: 30/04/2018

Directives on Commercial Toll Free Services

Toll Free Service has evolved as an essential service in modern telecommunication around the world. It is a service in which the caller does not pay for the call rather the called party or a 3rd party pays for the call; hence, it is toll free for the caller. The ‘Toll Free Service’ is different from ‘collect call’. In ‘collect call’ the ‘called party’ has the right to accept or reject the call and consequently the call charges are applied to ‘called party’. As Toll Free Services are being used to provide customer services, sales enhancement, conference bridge access, calling card access number etc., there is no system to accept or reject such call.

Toll Free Services are available as Local Toll Free Services (LTFS) and International Toll Free Services (ITFS). In case of LTFS, calls are originated from and terminated within a country while the LTFS number is accessible from all operators in the country. In case of ITFS, the call is originated from a country but terminated in a different country. The ITFS number is accessible from all operators of the originating country.

Customers of LTFS and ITFS include, but not limited to, inbound and outbound call centers, multinational companies for their brands, calling card companies, international original equipment manufacturers, financial institutions like banks, insurance companies, money exchangers and global supply chain companies, telecom companies etc.

To ensure the availability of services like ITFS and LTFS in Bangladesh, the Commission doth hereby issue the instant DIRECTIVE with the following provisions:

A. International Toll Free Service (ITFS)

1. Numbering plan for ITFS

- 1.1 The ITFS number will start with ‘0888’ prefix followed by 7(seven) digits customer number making the entire number for ITFS as 0888XXXXXXXX; and with ‘000800’ prefix followed by 6(six) digits customer number as 000800-Country Code(CC)+XXX (Toll Free Service Number) and/or as per the National Numbering Plan of Bangladesh that BTRC will amend to make provisions for ITFS.
- 1.2 ITFS numbers in which the 7 (seven) digits number is proposed by customer, will be regarded as ITFS Premium Number.

Page-1/8



Bangladesh Telecommunication Regulatory Commission

IEB Bhaban, Ramna, Dhaka-1000, Bangladesh.

2. Tariff and Revenue Sharing for ITFS

- 2.1 The Tariff rate for the ITFS call will be minimum USD 0.050 per Minute and it will be charged to the called-party/third-party by the service providing IGW.
- 2.2 Any change in the tariff rate for ITFS number shall have to be approved by BTRC upon application by concerned IGW. BTRC has the right and authority to review and revise the ITFS call rate from time to time.
- 2.3 The revenue sharing of ITFS calls will be governed as per the existing revenue sharing scheme of regular international incoming calls (by the IGW), as per the IGW license and guideline revise from time to time.

3. ITFS Number Allocation Procedure and Fees

- 3.1 Any entity desiring to obtain an ITFS number in Bangladesh shall have to approach the licensed IGW of Bangladesh, acting as the sole point of contact for obtaining ITFS in Bangladesh.
- 3.2 IGWs will obtain the ITFS numbers from BTRC through the specified ITFS application form. If accepted by BTRC, the applicant must submit the requisite Allocation Fee and subsequent Yearly Renewal Fee for each number. At least 1 (one) month prior to completion of one year of service, the concerned IGW shall pay the requisite Yearly Renewal Fee, if it wants to continue with service.
- 3.3 The ITFS number will be provided based on availability on a 'first come first serve' basis and exclusively to the applying IGW. The ITFS number can be withdrawn by giving 3 months prior notice, if deemed appropriate by BTRC.
- 3.4 Allocation fee and yearly fee for ITFS are as follow;
 - a. ITFS number allocation Fee: BDT 15,000 (exclusive of VAT)
 - b. ITFS premium –number allocation Fee: BDT 30,000 (exclusive of VAT)
 - c. Yearly Renewal Fee: BDT 5,000 (exclusive of VAT)
- 3.5 ITFS number allocated by BTRC shall have to be maintained for at least 1 (one) year, unless the number is surrendered to BTRC or withdrawn by BTRC.
- 3.6 Applicant shall have to submit the fees of specified amount through Demand Draft/Payment Order of any scheduled bank of Bangladesh within 15 (fifteen) days after issuance of notification for ITFS number allocation or yearly renewal.

4. Provisioning and Configuring of ITFS number

- 4.1 An allocated ITFS number will be configured in the switch of the permitted IGW, and all ICX and ANS operators shall ensure connectivity to the ITFS