



Bangladesh Telecommunication Regulatory Commission

IEB Bhaban (5th, 6th & 7th Floor), Ramna, Dhaka-1000



APPLICATION FOR CONNECTIVITY OF CALL CENTER / HOSTED CALL CENTER SERVICE PROVIDER (HCCSP)

A. APPLICANT PROFILE

1.	Name of Applicant	
2.	Type of Call Center (Tick)	<input type="checkbox"/> CC <input type="checkbox"/> HCCSP
		<input type="checkbox"/> DOMESTIC <input type="checkbox"/> INTERNATIONAL
3.	License Number & Issue Date	
4.	Registered Office Address	
5.	Address of Operation Center	
6.	Contact Person's Name	
7.	Contact Number	
8.	E-Mail	
9.	Number of Employees (Local & Expatriate)	

B. PRESENT CAMPAIGN INFORMATION

1.	Type of Campaign (Tick)	<input type="checkbox"/> DOMESTIC <input type="checkbox"/> INTERNATIONAL
		<input type="checkbox"/> INBOUND <input type="checkbox"/> OUTBOUND
2.	Number of Seats	
3.	Client's Name	
4.	Client's Address	
5.	Client's Details (E-Mail, Website, Telephone & FAX)	
6.	Type of Activities Outsourced	
7.	Mode of Payment & Period of Payment (Use separate sheet if required)	
8.	Contract Period	

9.	Details of Call Minutes Provider (Name, Address, E-Mail, Website, Telephone)	
10.	Details of Leads Provider (Name, Address, E-Mail, Website, Telephone)	

C. CONNECTIVITY DETAILS

Connectivity Type (Tick): IPLC IP BANDWIDTH OTHER

NOTE: a) Fill up section C.1 for IPLC connectivity;
b) Fill up section C.2 for IP Bandwidth connectivity;
c) Fill up section C.3 for Other connectivity.

C.1. DETAILS OF IPLC CONNECTIVITY

1.	Address of the local end POP	
2.	Address of the foreign end POP	
3.	Proposed Amount of Bandwidth (Kbps/Mbps/E1, etc)	

C.2. DETAILS OF IP BANDWIDTH CONNECTIVITY

1.	Name of the IIG (Tick)	<input type="checkbox"/> BTCL	<input type="checkbox"/> MANGO TELESERVICES LTD.
2.	Name of the ISP		
	Type of Services Provided by ISP	<input type="checkbox"/> Carrier	<input type="checkbox"/> Bandwidth Provider
3.	Proposed Amount of Bandwidth	Per Seat :	Total :
4.	Dedicated IP Address		
5.	Destination IP Address		

C.3. DETAILS OF OTHER CONNECTIVITY (for Domestic Call Center)

1.	Type of Connectivity	
2.	Name of the Connectivity Provider	
3.	Proposed Amount of Bandwidth (Kbps/Mbps/E1, etc)	
4.	Type of Call (Only one is allowed)	<input type="checkbox"/> Incoming <input type="checkbox"/> Outgoing

D. DOCUMENTS TO BE ENCLOSED

Following documents are to be attached with the application form:

Serial	Documents	Remarks
1.	Actual Network Diagram	
2.	Copy of Client Agreement	
3.	ISP/ Connectivity Providers Offer Letter	
4.	List of Agents (Name, Cell Number, E-Mail)	
5.	List of Equipments	Both Existing and Proposed
6.	BTRC CC2 Form	If Registered Number of Seats is Changed
7.	BTRC CC3 Form	If Registered/Operation Center Address is Changed.
8.	IPLC/ IP Bandwidth/Others Requirement Calculation (Seat Wise)	
9.	Copy of Proposal from Minutes & Leads Provider	

E. DECLARATION

I/We hereby certify & declare that the above information is correct and complete to the best of my/our knowledge.

Date :
Place :

Signature and name of the
Applicant/Authorized
Signatory with seal

NOTE: BTRC CC6 Form has to be submitted within 15 days from the approval of connectivity.