



(একই তারিখ ও স্মারকে প্রতিস্থাপিত)  
 বাংলাদেশ টেলিযোগাযোগ নিয়ন্ত্রণ কমিশন  
 আইইবি ভবন, রমনা, ঢাকা - ১০০০।  
 সিল্টেমস এন্ড সার্ভিসেস বিভাগ

স্মারক নম্বর: ১৪.৩২.০০০০.৬০০.৩৩.০০১.১৮.৩১৮

তারিখ: ১৪ বৈশাখ ১৪২৮

২৭ এপ্রিল ২০২১

বিষয়: "Directives on Mobile Applications Based Calling Services (OTT) of The IPTSP Operators" জারি করা প্রসঙ্গে

সূত্র: ১। ২৫০ তম কমিশন সভার কার্যপত্র স্মারক নং-১৪.৩২.০০০০.১১১.০১.২৩২.২১-০৯, তারিখঃ ২৮/০২/২০২১  
 খ্রিঃ

২। ডাক ও টেলিযোগাযোগ বিভাগের পত্র নং-১৪.০০.০০০০.০১০.১৮.০০৯.১৮.১১৬৮, তারিখঃ ১১ এপ্রিল ২০২১

উপর্যুক্ত বিষয় এবং সুত্রোন্ত পত্রসমূহের প্রেক্ষিতে নির্দেশিত হয়ে জানানো যাচ্ছে যে, IPTSP অপারেটরসমূহ কর্তৃক পরিচালিত OTT সার্ভিসের জন্য "Directives on Mobile Applications Based Calling Services (OTT) of The IPTSP Operators" জারি করা হলো।

২। উল্লেক্ষ্য যে, সকল IPTSP অপারেটরসমূহকে আগামী ০৭মে, ২০২১ হতে জারীকৃত Directives এর ট্যারিফ অনুযায়ী Mobile Applications Based Calling Services (OTT) পরিচালনার জন্য নির্দেশনা প্রদান করা হলো।

সংযুক্তি: "Directives on Mobile Applications Based Calling Services (OTT) of The IPTSP Operators" (৭ পাতা)।

৯-৫-২০২১

সাজেদা পারভীন

পরিচালক

বিতরণ :

- ১) চেয়ারম্যান/ব্যবস্থাপনা পরিচালক/প্রধান নির্বাহী কর্মকর্তা, IPTSP পতিষ্ঠান (সকল)।
- ২) চেয়ারম্যান/ব্যবস্থাপনা পরিচালক/প্রধান নির্বাহী কর্মকর্তা, মোবাইল অপারেটর (সকল)।
- ৩) Secretary General, AMTOB, Wali Center (2nd floor) 74 Gulshan Avenue Dhaka – 1212

8) President, ISPAB, House- 02,  
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তারিখ: ১৪ বৈশাখ ১৪২৮  
২৭ এপ্রিল ২০২১

সদয় অবগতি ও কার্যার্থে প্রেরণ করা হল:

১) চেয়ারম্যান মহোদয়ের একান্ত সচিব/ভাইস-চেয়ারম্যান ও কমিশনার মহোদয়গণের ব্যক্তিগত কর্মকর্তাবৃন্দ,

বিটিআরসি (ইহা মহোদয়গণের সদয় অবগতির জন্য)

২) মহাপরিচালক (সকল), বাংলাদেশ টেলিযোগাযোগ নিয়ন্ত্রণ কমিশন



৯-৫-২০২১

মোঃ আশফাক আহমেদ

উপ পরিচালক



**BANGLADESH TELECOMMUNICATIONREGULATORY COMMISSION**  
IEB BHABAN, RAMNA, DHAKA-1000

No: 14.32.0000.600.33.001.18.318

Date:27 / 04 / 2021

**DIRECTIVES ON MOBILE APPLICATIONS BASED CALLING  
SERVICES (OTT) OF THE IPTSP OPERATORS.**

April 2021

## **1. INTRODUCTION**

- 1.01 The Commission has been empowered by the Government under the Section 30 and 31 of the Bangladesh Telecommunication Regulation Act, 2001 (Act) to issue directives.
- 1.02 Over-the-top (OTT) services are creating new dimensions in the entertainment industry and creating true substitution of the incumbent voice-based telecom services. As a consequence, this phenomenon is asking for the overhaul of regulatory regime telecom sector.
- 1.03 Consideration of the economic impact of OTTs is based upon recognition of the fundamental differences between traditional telecommunication operators and OTTs, including *inter alia*, control of broadband internet access, level of regulatory exposure, barriers to entry, competitive environment, level of substitutability between OTTs and traditional telecom services and interconnection to public networks.
- 1.04 Determination of competitive scenarios involving OTTs and traditional telecommunication services are based upon consideration of the complexity of their interrelationship. To continue the momentum in development, competition, innovation and investment need to be encouraged to foster the growth of the entities in the ecosystem, including network operators and providers of OTTs.
- 1.05 This is becoming the general norm that the OTT providers have to come into commercial negotiation with the infrastructure providers for their services to be allowed through incumbent network. These commercial negotiations consider how much of the network resources of the incumbents is used for the particular OTT and the cost of the network resources. It is also considered whether the service offered by the OTT is a substitution to the core service offered by incumbent.
- 1.06 ITU recommendation ITU-T D.262 depicts that “Member States are encouraged to consider and develop enabling policies and/or regulatory frameworks to foster fair competition between network operators and providers of OTTs. Member States are also encouraged to examine, if necessary, the reduction of the regulatory burden upon traditional networks and telecommunication services.”
- 1.07 ILDTS Policy 2010 provides unique network topology for domestic and international call routing. Any operator connected to ICX would have a free access to any of the ANS operators’ network to route their call.
- 1.08 Mobile based OTT allows the fixed operator to enjoy mobility at the expense of the MNO network. Therefore, reconsideration of the tariff differences and regulatory approaches are required for OTT applications to ensure level playing field.
- 1.09 With these considerations and spirit, BTRC decides that the OTT (mobile app) based calling service (offered by nationwide IPTSP) can be allowed into the PLMN and PSTN network only under proper terms and conditions. Without appropriate regulatory conditions, allowing OTT based calls into the PLMN/PSTN network regime would certainly disrupt the market, level playing field and would discourage investment, innovation and growth in the sector.

- 1.10 Having given due consideration to the principles of transparency, fairness, non-discrimination and all other relevant principles, BTRC has decided to issue these Directives on Mobile Applications Based (OTT) Calling Services of the nationwide IPTSP Operators.
- 1.11 These Directives shall be valid till further notice. These Directives may be withdrawn, revised, updated and/or amended according to Act by BTRC from time to time.

## **2. OBJECTIVE**

- 2.01 To set regulatory provisions for IPTSP operators' mobile app-based calling services.
- 2.02 To maintain the objectives of the relevant regulations, guidelines and licenses which envision the inclusion of new technologies to benefit consumers and to attain Digital Bangladesh vision.
- 2.03 To implement best practices and ITU recommendations.
- 2.04 To address security concerns in terms of customer protection and national security.
- 2.05 To ensure the compliance with existing network topology and regulations.
- 2.06 To establish level playing field through the implementation of proper inter-operator technocommercial agreement.

## **3. TITLE**

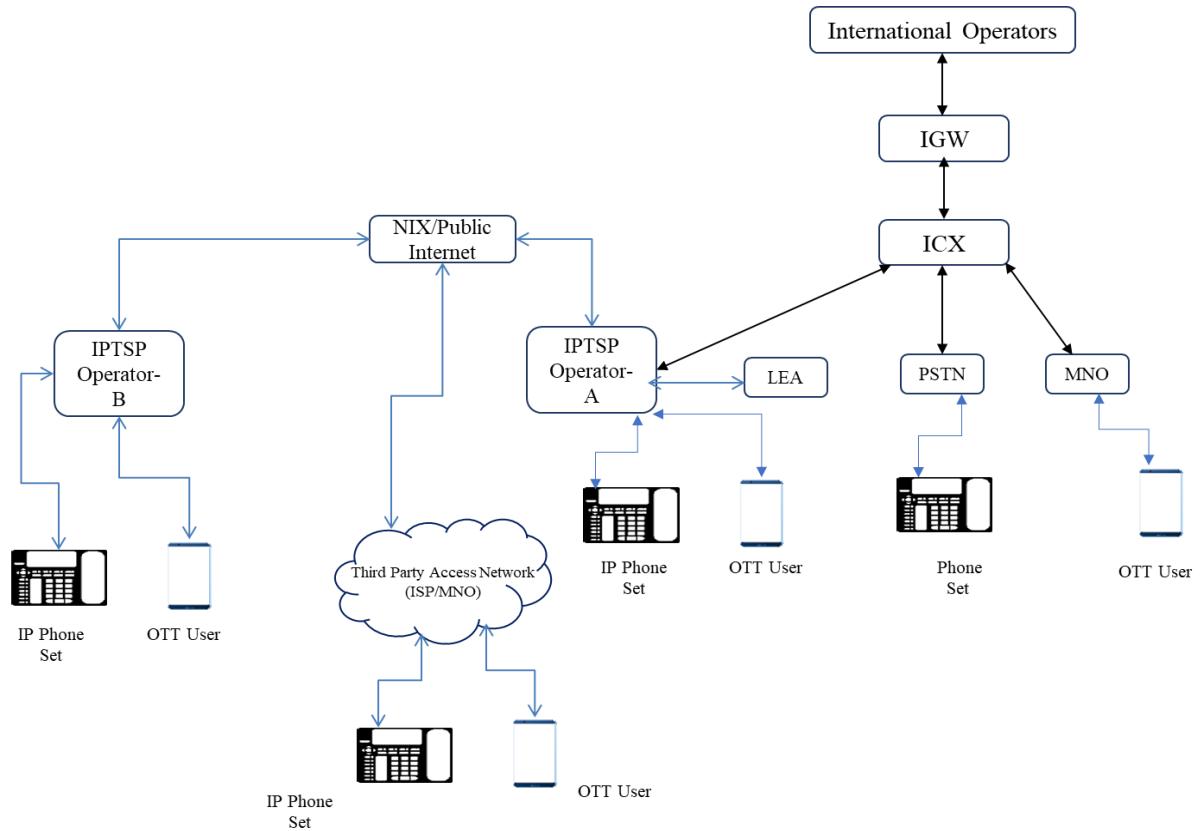
These Directives shall be termed as “Directives on Mobile Applications Based (Over-the-Top, OTT) Calling Services of the IPTSP Operators, 2021”.

## **4. APPLICABLE ACT, POLICY AND REGULATIONS**

IPTSP operators' OTT services shall be operated and regulated under the following existing policy, regulations and guideline:

- I. ILDTS Policy 2010;
- II. IPTSP licensing Guidelines;
- III. Interconnection Regulations, 2004;
- IV. Quality of service Regulations, 2018.

## 5. NETWORK DIAGRAM



- 5.1 In the diagram, OTT means an application accessed and delivered over the public internet that may be a direct technical/functional substitute for traditional calling (& messaging) services. Herein below, app means mobile applications.
- 5.2 The above diagram shows the connection scenario for an OTT user.
- 5.3 In these Directives, the term OTT user shall specifically refer to a user who is using mobile based application to make a call (and/or send message) either to another OTT user or to a conventional subscriber (with a number) in PLMN/PSTN/IPTSP network.

## 6. METHODOLOGY AND OPERATION

- 6.1 These directives would be applicable only for the mobile app (OTT) based calling services offered by the IPTSP licensees. Mobile operators shall be able to offer their own OTT services similar to other VAS services as approved by BTRC from time to time.
- 6.2 The mobile app-based calling services may be approved in favor of Nationwide IPTSP licensed operators under the terms and conditions of these directives.
- 6.3 These services shall comply with ILDTS Policy, 2010 and Interconnection Regulations, 2004 to route international and domestic calls.

6.4 The calls shall follow the approved route as mentioned in IPTSP license and shall be in full compliance with ILDTS Policy 2010.

## **7. GENERAL PROVISION**

7.1 Interested nationwide IPTSP operators shall apply to BTRC in prescribed format for the approval of OTT based calling service.

7.2 After initial approval, IPTSP operators shall submit a Bank Guarantee of Taka 5 (Five) Crore in favor of BTRC with validity of at least 02 years from the date of commencement of commercial operation. Full or partial amount of the Bank Guarantee shall be encashed if the IPTSP operator fails to comply with the terms and conditions of this approval.

7.3 Under the scope of these directives, OTT Service providers shall sign an (techno-commercial) agreement with MNOs to provide app-based calling services. These agreements shall have to be vetted by BTRC.

7.4 OTT service providers shall abide by the terms and conditions of the IPTSP license and guidelines.

7.5 BTRC will issue directives/guidelines for international OTT services in due course.

## **8. TECHNICAL PROVISIONS**

8.1 IPTSP operators shall follow the standard network topology for providing app-based off-net outgoing and incoming calls as per IPTSP licensing guidelines.

8.2 Specific set of IPs, approved from BTRC, to be used for the different types of app-based calls. Specially for type-A calls, the IP blocks shall be included in the agreement between respective IPTSP operator and MNO.

8.3 Standard compression codec/technique shall be used ensuring fixed minute of use per MB of data consumption. It shall be included in the agreement between respective IPTSP operator and MNO and would be approved by BTRC.

8.4 All the servers of the OTT calling applications shall be hosted inside Bangladesh and shall not be accessed from outside of Bangladesh

8.5 OTT apps is no way can be used to bypass any provision of the ILDTS Policy 2010.

8.6 IPTSP operators shall provide adequate and separate online monitoring systems to Systems & Services Division and to Engineering & Operations Division of BTRC before commencement of the app-based calling service.

8.7 The monitoring system provided to Engineering & Operations Division of BTRC shall be capable of identifying and monitoring the traffic of app-based calls.

8.8 BTRC will decide the specific interconnection capacity for IPTSP operators offering app-based calling service. Based on the considerations of different factors, BTRC will approve the interconnection capacity for individual service provider. The modality (technology) of the interconnection shall be decided by BTRC. For either type of technology (circuit or IP based), the IPTSP operator will provide appropriate traffic monitoring system to the concerned division of BTRC.

8.9 VPN or similar technology cannot be used for routing app-based calls.

## **9. TARIFF AND CHARGES**

9.1 The following provisions describe different types of app based/OTT calls of the IPTSP operators and the tariff and charges for these calls:

- i. *Call type A: All app-based calls originated in the MNO internet network and terminated at MNO/PSTN (fixed phone) will be of type-A. Here, caller enjoys full mobility as like any MNO subscriber.*
  - a. The floor call rate for these calls shall be 0.40 BDT per minute (excluding VAT) for IPTSP operators.
- ii. *Call type B: All app-based calls originated in the ISP (Wi-Fi) network and terminated in MNO network are of type-B. Here, caller enjoys partial mobility and receiver is fully mobile.*
  - a. The floor rate for these calls shall be 0.40 BDT per minute (excluding VAT) for IPTSP operators.
- iii. *Call type C: All app-based calls originated in the ISP (Wi-Fi) network and terminated at PSTN/IPTSP shall be of type-C. Here, caller enjoys partial mobility.*
  - a. Tariff plan for IPTSP operators shall be applied for these calls.
- iv. *Call type D: All app-to-app calls (originated and terminated in mobile or fixed internet network).*
  - a. Tariff plan for IPTSP operators shall be applied for these calls.

9.2 Interconnection charge and termination charge would be applicable as per relevant tariff directives.

9.3 MNOs and IPTSP operators may work in partnership for various innovative models through commercially negotiated terms and such models shall require to be approved from BTRC before implementation.

## **10. SUBSCRIBER REGISTRATION**

- 10.1 All user for the app-based calling service shall be registered using BTRC approved form and after verification of user ID (NID, passport etc.).
- 10.2 IPTSP Operators shall keep record of the subscriber identity and CDR/IPDR of all calls as per IPTSP licensing conditions.

## **11. LI COMPLIANCE**

- 11.1 The complete system of the OTT app shall be LI compliant.
- 11.2 These OTT Apps shall only be approved to be operational once proper LI system is established with NTMC and clearance is received from NTMC for LI compliance.

## **12. MISCELLANEOUS**

- 12.1 These directives are issued for public interest and shall take immediate effect.
- 12.2 These directives have been issued with the approval of the competent authority.

Signed on this .....27th.....day of .....April.....2021  
for and on behalf of the  
Bangladesh Telecommunication Regulatory Commission



Director  
Systems and Services Division  
BTRC