



Bangladesh Telecommunication Regulatory Commission

IEB Bhaban, Ramna, Dhaka-1000, Bangladesh.

“একই সূত্র ও তারিখে প্রতিস্থাপিত”

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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 0888XXXXXXX; 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.

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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



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number from respective networks once the number is allocated by BTRC. The existing routing ratio limit for ICXs will be applicable for ITFS calls as well.

- 4.2 All ANS and ICX are required to complete the necessary configuration and provision in their respective networks within 7 (seven) days from the date of issuance of ITFS number by BTRC.
- 4.3 Caller from any ANS operator network will not be charged for making calls to the ITFS number: the called-party or third-party using the ITFS number will bear the charges, through the IGW.

5. General Directives for ITFS

- 5.1 ITFS numbers in Bangladesh are to be allocated by BTRC and delivered by licensed international Gateway (IGW) Operators of Bangladesh.
- 5.2 The services that will be provided with the ITFS number have to be approved by BTRC. The service provider shall not provide any service other than those specified in the approval letter.
- 5.3 Allocated ITFS number is not transferable and any such transfer of the same shall be void and the number so transferred shall stand cancelled. ITFS number can be surrendered to or withdrawn by BTRC and in such case no allocation fee/yearly fee, in part or full, would be refundable.
- 5.4 BTRC reserves the right and authority to check the Quality of Service (QoS), Quality of Experience (QoE) and other Standardization parameters provided by the service provider at any time and its authorized representatives shall have the right of unrestricted access to service providers' installation for monitoring and inspection without any prior notice.
- 5.5 The service provider shall furnish necessary information, statement of accounts and business report including connection, disconnection and operational activities regarding use of ITFS numbers in every month to BTRC and keep that information at least for the next 1 (one) year. Any related information and documents may be sought by the commission from time to time.
- 5.6 BTRC reserves the exclusive right and authority to change the code and allocation procedure from time to time, as well as to decide on the eligibility and allocation of ITFS.
- 5.7 All contracts (deed/agreement etc.) in relation to use of ITFS with other parties must be submitted to BTRC while applying for the ITFS number allocation.

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6. Selling Foreign Operator's ITFS in Bangladesh

- 6.1 IGWs would be solely responsible for re-selling of foreign country ITFS numbers/service in Bangladesh in association with the ANS operators for potential customers in Bangladesh.
- 6.2 The service will entail a foreign country ITFS number, located out of Bangladesh, to be forwarded to a Bangladeshi ANS number. In such case the nature of the call is international incoming but the nature of the payment is international outgoing.
- 6.3 The tariff rate for such service will be in USD and contain the following elements:
 - a. The international part that has to be paid to foreign telecom operator by the IGW.
 - b. The international incoming call to Bangladesh will be USD 0.030 per Minute (what can be reviewed by BTRC from time to time). This will be shared by IGW, ICX, ANS and BTRC.
 - c. The total tariff rate has to be approved by BTRC upon request from the concerned IGW.
- 6.4 Both IGWs and ANSs in association with each other can market the service to potential customers in Bangladesh.
- 6.5 IGWs and ANSs are allowed to add margin on top of the international carrier charges (to be paid to foreign carrier) but not on the Bangladesh incoming call rate.
- 6.6 ANS is to act as the collecting agent for the entire revenue from its customers. ANS will collect the revenue from its customers at local currency using the foreign currency selling rate of Bangladesh Bank as conversion rate on the date of invoice.
- 6.7 ANS will keep its margin only and provide the rest amount to IGW.
- 6.8 IGW will provide the due revenue share to ANS, ICX and BTRC for Bangladesh incoming call portion as per existing revenue sharing scheme, as per the IGW and related licenses and guidelines revise from time to time.
- 6.9 IGW will pay the international part of the call to the foreign operator as per agreement with foreign operator.



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- 6.10 IGW, ICX and ANS are required to complete the necessary configuration and provision in their respective network within 7 (seven) days from the date of issuance of tariff approval by BTRC.

B. Local Toll Free Service (LTFS)

1. Numbering plan for LTFS

- 1.1 The LTFS number will start with '0800' prefix followed by 7(seven) digits customer number making the entire number for LTFS as 0800XXXXXXX and/or as per the National Numbering Plan of Bangladesh that BTRC will amend to make provisions for LTFS.
- 1.2 LTFS numbers in which the 7 (seven) digits number is proposed by customer, is regarded as LTFS Premium Number.

2. Tariff and Revenue Sharing for LTFS

- 2.1 The tariff rate for the calls will be BDT 0.60 per Minute, irrespective of the fact that the operator sending the calls is the same operator having LTFS platform or not. This rate may be changed at any time at the discretion of BTRC.
- 2.2 Any change in the tariff rate for LTFS number shall have to be approved by BTRC upon application by concerned operator. BTRC has the right and authority to review and revise the LTFS call rate from time to time.
- 2.3 The existing revenue-sharing model shall be applicable for LTFS.

3. LTFS Number Allocation Process and Fees

- 3.1 Any operator/entity desiring to obtain a LTFS number will approach BTRC in the specified LTFS 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 operator/entity shall pay the requisite Yearly Renewal Fee, if it wants to continue with service.
- 3.2 The LTFS number will be provided based on availability (first come first serve' basis). The LTFS number can be withdrawn by giving a 3 (three) months prior notice, if deemed appropriate by BTRC.
- 3.3 LTFS platform may be provided by the Cellular Mobile Phone Operator (CMPO), Public Switched Telephone Network (PSTN) and Internet Protocol Telephony Service Provider (IPTSP) operators but the access lines for dialup termination for the LTFS must be made as per the respective licensing conditions and/or supplementary directives issued by the Commission from time to time. All



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operators are bound to ensure connectivity to the LTFS number from respective networks once the number is allocated by BTRC.

- 3.4 Allocation fee and yearly Renewal fee for each LTFS number is as follows.
 - a. LTFS number Allocation Fee: BDT 5,000 (exclusive of VAT)
 - b. LTFS premium-Number Allocation Fee: BDT 10,000 (exclusive of VAT)
 - c. Yearly Renewal Fee: BDT 2,500 (exclusive of VAT)
- 3.5 All LTFS number has to be maintained for at least 1 year (one), unless the number is surrendered to or withdrawn by BTRC. If LTFS number allocated to an operator is re-allocated to its client, Tk 3000.00 (Three Thousand) shall have to be paid to BTRC, as re-allocation fee, by the concerned operator.
- 3.6 Applicant has 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 LTFS number allocation or the yearly renewal.

4. Provisioning and Configuring of LTFS number

- 4.1 An allocated LTFS number will be configured in the switch of the hosting ANS and all ICX and ANS operators are bound to ensure connectivity to the LTFS number from respective networks once the number is allocated by BTRC.
- 4.2 All ANS and ICX are required to complete the necessary configuration and provision in their respective network within 7 (seven) days from the date of issuance of LTFS number by BTRC.
- 4.3 Caller from any ANS operator network will not be charge for making calls to the LTFS number; the called-party and/or third party using the LTFS number will bear the charges.

5. General Directives for LTFS

- 5.1 The services that will be provided with the LTFS number(s) shall be approved by BTRC. The service provider shall not provide any service other than those specified in the approval letter.
- 5.2 Installation charge for telephone/access lines at the LTFS platform/center will have to be borne by the service provider. Hence, there shall not be any subscription fee(s) of any kind.
- 5.3 Allocated LTFS number issued against an end-user/entity is not generally transferable, and any such transfer of the same shall be void and the number so transferred shall stand cancelled. However, LTFS numbers allocated against the operators can be re-allocated by that operator to its clients. LTFS number can be

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surrendered to or withdrawn by BTRC and in such case no allocation fee/yearly renewal fee, part or full, would be refundable.

- 5.4 BTRC Reserves the right and authority to check the QoS, QoE and other Standardization parameters provided by the service provider at any time and authorized representatives shall have the right of unrestricted access to service providers' installation for monitoring and inspection without any prior notice.
- 5.5 The service provider shall furnish necessary information, statement of accounts and business report including connection, disconnection and operational activities regarding use of LTFS numbers in every month to BTRC and keep that information at least for the next 1 (one) year. Any related information and documents may be sought by the commission from time to time.
- 5.6 BTRC reserves the exclusive right and authority to change the code and allocation procedure from time to time, as well as to decide on the eligibility(s) and allocation(s) of LTFS.
- 5.7 All contracts (deed/agreement etc.) in relation to use of LTFS with other parties must be submitted to BTRC while applying for the LTFS numbers allocation.
- 5.8 Primarily, an operator may be allocated with maximum 10(ten) LTFS Numbers, if applied for. The operator may apply for additional numbers, only after reallocating all previously allocated numbers against it.
- 5.9 The service provider shall submit the business report and/or information of all allocated LTFS numbers (including connection, disconnection and operational activities) in every month to BTRC and keep that information up to 1 (one) year.
- 5.10 If a LTFS number is re-allocated by an operator to any end-user/entity, the commission should be notified at least 07 (seven) days prior to activation of the connection. A LTFS number can be re-allocated by an operator only after completion of 60 (sixty) consecutive days from the date of its disconnection.
- 5.11 If a LTFS number is re-allocated for a short time to other organization/operator/entity, Commission should notify at least 7 days prior before connection. A LTFS number can be re-allocated after (not before) the completion of 60 (sixty) consecutive days from the date of its disconnection.

C. General Terms & Conditions for ITFS and LTFS

1. General Terms & Conditions for ITFS and LTFS are-

- 1.1 The Company providing the ITFS/LTFS shall have to share its Annual Gross Revenue (as Revenue Share and against Social Obligation Fund) with BTRC, as per the licensing terms, maintaining separate account for each of the item.

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- 1.2 BTRC will monitor the connectivity and services of the IGWs regarding the ITFS and LTFS.
- 1.3 The Company providing the ITFS/LTFS shall maintain a separate segment/option in its website clearly depicting every kind of services/packages/offers along with respective fees/charges/tariffs including these very service(s). The service should be incorporated with all short tariffs, service conditions and features as well.
- 1.4 The Company shall publish the summary of available service information (described in the aforementioned provisions) including this very service, at least in 3(three) Bangla and 2(two) English newspapers, minimum once in every 6(six) months.
- 1.5 The Commission reserves the exclusive right and authority to change, alter, modify, reconsider or amend the directives without any prior notification at any time as and when it deems necessary, fit and proper as per concern laws.
- 1.6 Each operator/entity and other concerned person(s) shall comply with the above directives. On failure, appropriate legal action(s) will be taken as per the provisions of concern laws.
- 1.7 These directives are circulated for compliance with effect from 1st April 2018 and will remain effective until any change, alteration, modification, amendment or repeal is made.
- 1.8 i) Interim Directives on Commercial Toll Free Services (1st Amendment) bearing reference No. BTRC/SS/Toll Free Service(542)/2013-688, dated: 23/12/2013, are hereby repealed.
ii) Nevertheless, anything done or any action taken under the said directives shall be deemed to have been done or taken under the corresponding provisions of these directives.

(Lt. Col. Mohammad Azizur Rahman Siddiqui)

Director

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BTRC

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