



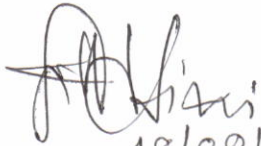
**BANGLADESH TELECOMMUNICATION
REGULATORY COMMISSION**

IEB BHABAN, RAMNA, DHAKA-1000

No. BTRC/LL/Call Center/Licensing Procedure (268)/2008-967

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**Instructions for Issuance of Registration Certificate for the Operation
of
BPO/Call Center
(International and Domestic)**


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ABBREVIATIONS

1. **BTRC** Bangladesh Telecommunication Regulatory Commission.
2. **CDR** Call Data Records.
3. **DRC** Disaster Recovery Center.
4. **HCC** Hosted Call Center.
5. **HCCSP** Hosted Call Center Service Provider.
6. **IPLC** International Private Leased Circuit.
7. **MRTG** Multi Router Traffic Grapher.
8. **MPLS** Multiprotocol Label Switching
9. **NMC** National Monitoring Center.
10. **PCO** Public Call Office.
11. **PoP** Point of Presence.
12. **PSTN** Public Switched Telephone Network.
13. **VPN** Virtual Private Network.
14. **VSAT** Very Small Aperture Terminal.
15. **BPO** Business Process Outsourcing

DEFINATIONS AND INTERPRETATIONS

Unless the context otherwise requires, the different terms and expression used in the instruction shall have the following meaning assigned to them. The headings are given for the sake of convenience in the instruction and do not carry any special meaning.

1. **“Commission”** means Bangladesh Telecommunication Regulatory Commission established under the Bangladesh Telecommunication Regulation Act, 2001(as amended).
2. **“Call Center”** is a facility used by companies to manage all client contact through a variety of mediums such as telephone, fax, letter, email and increasingly on line live chat etc. It is to be mentioned here that call center also includes HCC and HCCSP also.
3. **“Call Detail Records (CDR)”** is generated by all types of call centers in the form of binary or any other form of file that includes all types of records of outgoing and incoming calls such as caller and called party number, origin and destination of calls, call duration, calling time, location, etc.
4. **“Disaster Recovery Center (DRC)”** means complete backup center which can be used when the main center becomes inoperative for any reasons.
5. **“International Private Leased Circuit (IPLC)”** means **International** point to point Private Leased Circuit.
6. **“Multiprotocol Label Switching (MPLS)”** is a mechanism in high-performance telecommunications networks which directs and carries data from one network node to the next. MPLS makes it easy to create "virtual links" between distant nodes. It can encapsulate packets of various network protocols.
7. **“Multi Router Traffic Grapher (MRTG)”** is a free software for monitoring and measuring the traffic load on network links. It allows the user to see traffic load on a network over time in graphical form.
8. **“Point of Presence (PoP)”** is the client location at the foreign end where the telecom traffic of the client is collected for the call center at Bangladesh end.
9. **“Virtual Private Network (VPN)”** means a private network which is composed of leased resources of public network.
10. **“Very Small Aperture Terminal (VSAT)”** means a two-way satellite ground station with a dish antenna that is smaller than 3 meters.
11. **“Infrastructure”** means the entire call center related equipment (Hardware and Software).