



Bangladesh Telecommunication Regulatory Commission

IEB Bhaban, Ramna, Dhaka-1000, Bangladesh.

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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.