



Bangladesh Telecommunication Regulatory Commission

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Directives on providing connectivity to the centralized monitoring system at BTRC

Bangladesh Telecommunication Regulatory Commission (BTRC), from the very inception, is trying to develop a sound business ecosystem for the telecommunication service providers and bring increasingly better experience to the customers. Through vibrant technical measures and judicious policy initiatives, BTRC has been trying to promote affordable and inclusive telecom services. At the same time, in close collaboration with the operators and relevant government agencies, BTRC is ensuring transparency and accountability in the sector. To maintain such, BTRC needs to have an integrated network monitoring system that will enable it to monitor telecom networks and services properly and would provide BTRC with regular, live and effective telecom indicators. Additionally, the emerging, trustworthy and sustainable strategy for Quality of Service (QoS) measurement is based on CDR (call detail record) analysis in real time. But the current non-availability of any such CDR monitoring and analyzing system is the main bottleneck for developing a modern and widely acceptable QoS measurement technique. Being responsible for the security, monitoring and revenue collection of the telecom sector, BTRC also conducts information system audit of the telecom operators. The current system of audit is manual, based on papers and past data records, which is inadequate in most of the times. Conducting information system audit under such dispersed documentation creates complexity for both BTRC and concerned operator. It is also a hindrance in developing further trustable relation between BTRC and the operators. The Digital Bangladesh initiative encourages BTRC to develop an automated system for the effective monitoring of traffic and auditing of telecom operators.

2. Under the abovementioned circumstances and with an intent to build more trust and transparency in the sector, BTRC, being empowered by Section 31(2)(c) and Section 31(2)(o) of Bangladesh Telecommunication Regulation Act 2001, has decided for the development and operation of a Telecom Monitoring System (TMS). It would be an automated system that can monitor the telecom networks comprehensively. Establishment of the proposed system is provisioned in the 3G Cellular Mobile License (vide condition nos. 17.01, 17.02, 53, 64.03, 65.02) and 4G Cellular Mobile License (vide condition nos. 25.01, 25.02, 27.02, 40.03) as well as in the incumbent license (Licensing Guidelines for Cellular Mobile Phone Operator). Especially, condition nos. 64.03 of 3G Cellular Mobile License and 40.03 of 4G License impose the responsibility on mobile phone operators to provide BTRC with an online auditing system.

3. The Telecom Monitoring System (TMS) system would be comprised of two separate segments. The monitoring station installed at BTRC will be a monitoring and data management system (Telecom Monitoring Centre, TMC) that will act as the interface to monitor networks, data management and report generation. The other part of the system would be installed at the mobile phone operators' premises (Compliance Monitoring System, CMS) which will collect required network, traffic and billing data from the operators' nodes and would analyze those data to generate summarized report on indicators and compliance.

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