





Bangladesh Telecommunication Regulatory Commission

License Issuance & Management System (LIMS)

User Manual For ISP(Applicant) Version 1

Developed by
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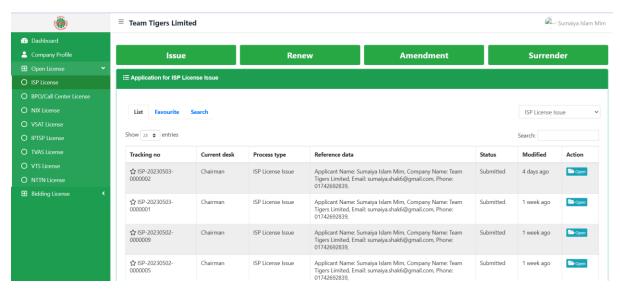


1. Log in to LIMS:

To log into the LIMS system, visit the link https://lims.btrc.gov.bd/. For using BTRC LIMS Portal user has to Log in/ Sign up. In that case LIMS Log in/ Sign up usage guidelines can be followed.

2. Application for ISP License Issue:

After logging in, click on the ISP License Issue submenu from the Open License menu of BTRC License Service. After clicking on ISP License Issue, the following page will appear.



If you click on the issue button on the above page, the guideline will appear. Following the guideline, we have to submit the information accordingly.

> Guideline are given on the following page.





Please read the guideline, scroll down and proceed the application



বাংলাদেশ টেলিযোগাযোগ নিয়ন্ত্রণ কমিশন আইইবি ভবন, রমনা, ঢাকা - ১০০০। লাইসেজিং শাখা



নম্বর ১৪.৩২.০০০০.৭০২.৪৫.১০৬.১৯.২০৭৩

তারিখ: ২৯ অগ্রহাযণ ১৪২৮ ১৪ ডিসেম্বর ২০২১

বিজ্ঞপ্তি/নোটিশ

ৰিষয়: "Regulatory and Licensing Guideline for Internet Service Provider (ISP) in Bangladesh." এর সংশোধনী প্রসংখা

সুত্রঃ ক) ডাক ও টেলিযোগাযোগ বিভাগের পত্র নং- ১৪,০০,০০০০, ১০১,১৮,০০৮,১৯,১৬৮৭; তারিখঃ ০৮-১২-২০২১

খ) বিটিআরসি নোটিশ নং- ১৪.৩২.০০০০, ৭০২.৪৫.১০৬.১৯.১৩০৮; তারিখঃ ১৪-১০-২০২১.

উপর্কু বিষয় ও সুত্রস্থ পত্রের প্রেক্ষিতে নির্দেশিত হয়ে জানানো যাচ্ছে যে, সরকার কতৃক "Regulatory and Licensing Guideline for Internet Service Provider (ISP) in Bangladesh." (যার নং-১৪,৩২,০০০০,০০৭,৫৫,১০১,১৫,৬১৫; তারিখঃ ১৫-১২-২০২০) এ নিমোল্লিখিত ক্লজসমূহের সংশোধন আনয়ন করা হয়েছেঃ

Clause	Existing Clause	Amended Clause	Amended
No		The tip a challenge of the charter	Clause in

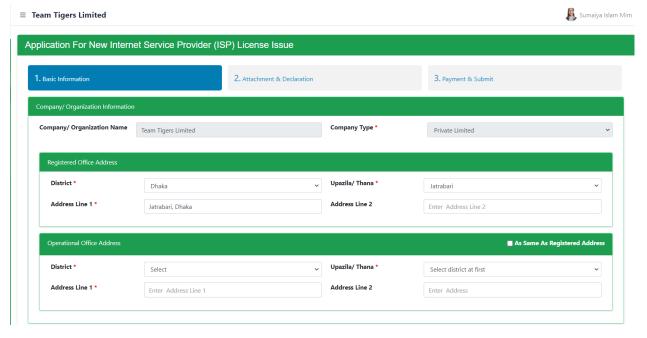
2

I have read the guidelines for this License/Certificate.

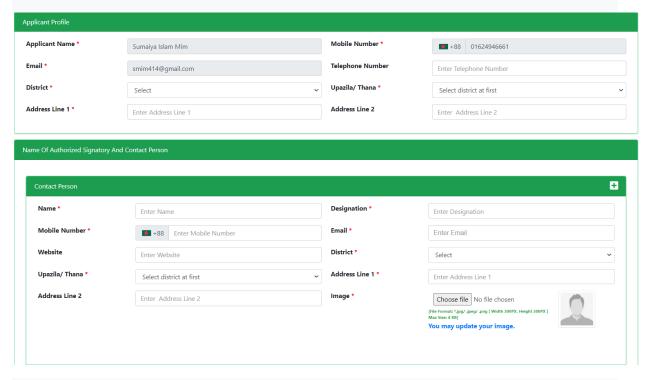
After reading the full guideline then click on the "I have read the guidelines for this License/certificate" then click on Next button. After clicking the Next button, the following form will be displayed. Fill the required information according to the field of this form.







- ➤ Company/Organization Information will be filled with required information if Company Profile is updated.
- > Registered Office Address will be filled with required information if Company Profile is updated.
- > If Operational Office Address Registered Office Address is the same then click on As Same as Registered Office. In this case, the necessary information will be filled. If not, the same fields must be filled.

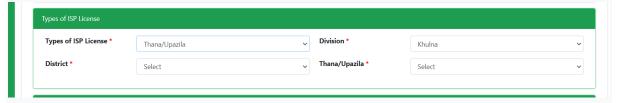


➤ **Applicant Profile**: Applicant must add various personal details as required.

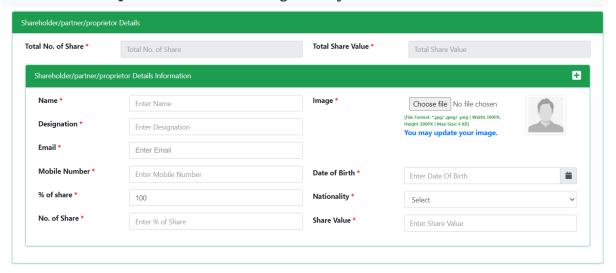




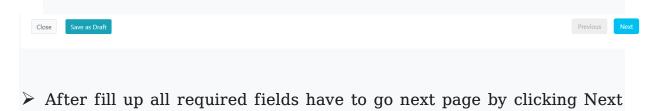
> Contact Person: Contact person also needs to add various personal details and must be added Person Image.



➤ **Types of ISP License**: Select Types of ISP License. Required fields will be filled as per the instructions given by BTRC.



➤ Shareholder/partner/proprietor Details: Required information must be filled. Total No. of Share and Total Share Value will be calculated by calculating the information of No. of Share and Share Value.

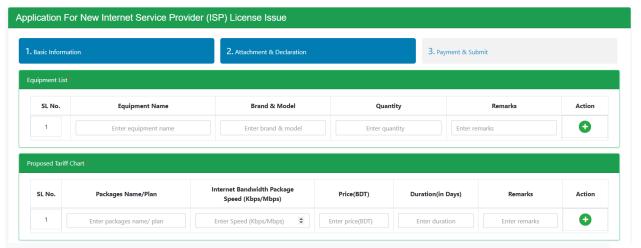


> We can save the application by clicking Save as Draft button.

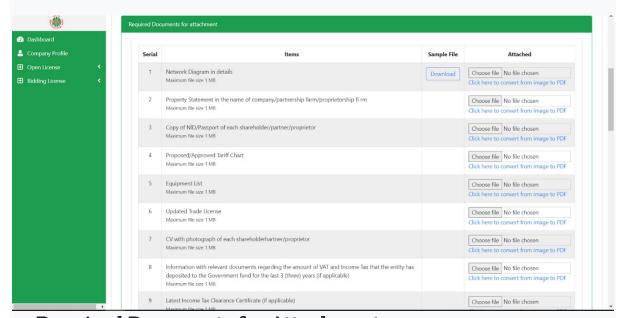
Button.







- ➤ The necessary information given in the Equipment List on the above page should be filled. If you want to add more Equipment List, you have to click on the Action icon.
- ➤ The necessary information given in the Proposed Tariff Chart on the above page should be filled. If you want to add more Proposed Tariff Chart, you have to click on the Action icon.



> Required Documents for Attachment: Required documents should be provided in Pdf format.





Declaration
1. Has any Application for License of ISP been rejected before? *
○ Yes ○ No *
2. Has any License of ISP issued previously to the Applicant/ any Share Holder/ Partner been cancelled? *
○ Yes ○ No *
3. Do the Applicant/ any Share Holder/ Partner hold any other Operator Licenses from the Commission? *
○ Yes ○ No *
4. We hereby certify that We have carefully read the guidelines/ terms and conditions, for the license and We undertake to comply with the terms and conditions therein.
5. We hereby certify that We have carefully read the section 36 of Bangladesh Telecommunication Regulation Act, 2001 and We are not disqualified from obtaining the license.
6. We understand that any information furnished in this application are found fake or false or this application form is not duly filled up, the Commission, at any time without any reason whatsoever, may reject the whole application.
7. We understand that if at any time any information furnished for obtaining the license is found incorrect then the license if granted on the basis of such application shall deemed to be cancelled and shall be liable for action as per Bangladesh Telecommunication Regulation Act, 2001.
Note
 The licensee shall have to apply before 180 (one hundred and eighty) days of the expiration of duration of its license or else the license shall be cancelled as per law and penal action shall follow, if the licensee continues its business thereafter without valid license. The late fees/ fines shall be recoverable under the Public Demand Recovery Act, 1913 (PDR Act, 1913) if the licensee fails to submit the fees and charges to the Commission in due time. Application without the submission of complete documents and information will not be accepted. Payment should be made by a Pay order/ Demand Draft in favour of Bangladesh Telecommunication Regulatory Commission (BTRC). Fees and charges are not refundable. The Commission is entitled to change this from time to time if necessary. Updated documents shall be submitted during application. Submitted documents shall be duly sealed and signed by the applicant.

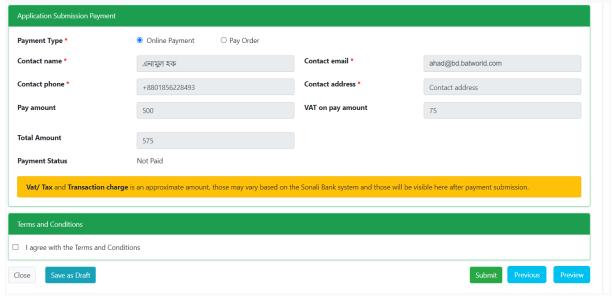
Declaration: The required information must be filled.

After filling up the above form, click Next button and the following form will get the option for payment.

Payment:

The applicant will see the payment details along with his/her personal information and will have to click (\checkmark) to agree to the terms and click the submit button.

Application Submission Payment: Payment can be made in two ways. Online Payment and Pay Order.





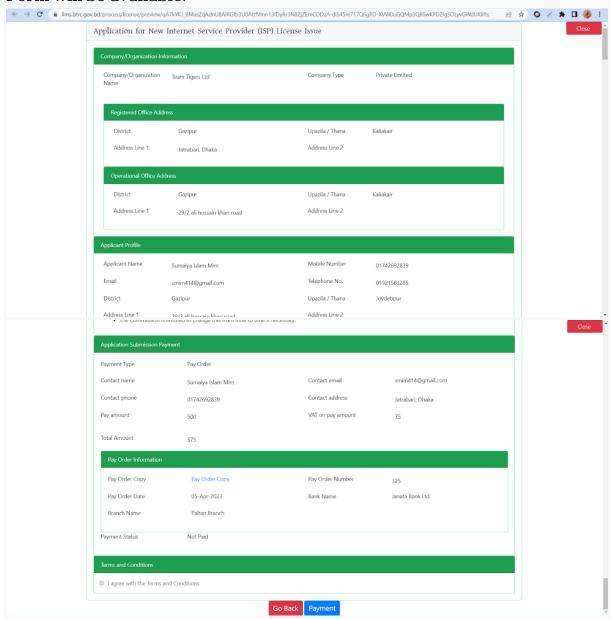


Online Payment: After clicking the submit button, the payment should be completed through Sonali Payment Gateway.

Note: First time investors need to pay only OSS fee (Tk. 575). And when the application is processed from the director's desk then (Request for Payment) the Government Fee has to be paid according to the Investment Plan.

Pay Order: In Pay Order Information on the above page Pay Order Copy, Pay Order Number, Pay Order Date, Bank Name, Branch Name must be filled.

➤ I agree with Terms and Conditions must be selected. After filling all the information and clicking the Submit button, the Preview Form will be available.



Check all the information on this page and click on the Payment button Application.

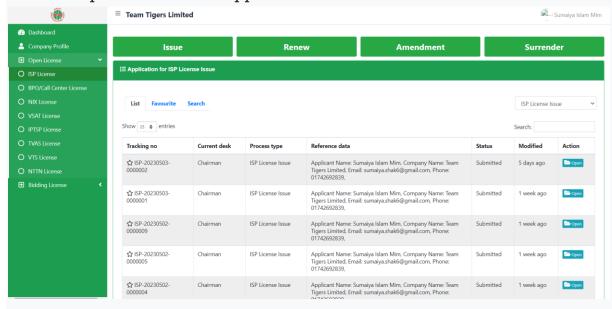




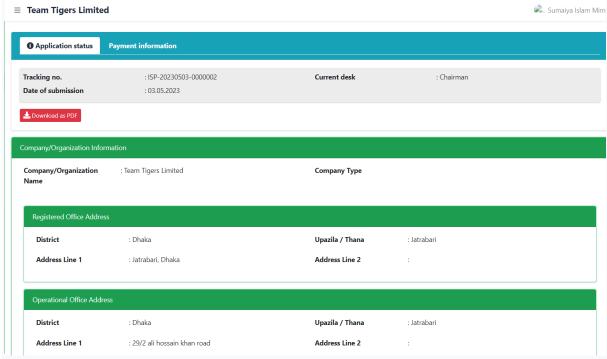
Submit and confirmation message will be sent to your phone and phone message and mail with Tracking Id.

Some Application Information:

➤ Click Open button from Application for ISP License Issue.



> After clicking the Open button, the following window will appear.



- ➤ Application Status, Payment information, Application Download as PDF, buttons will be available in this window.
- > Application Status: Application Status can be seen here.





- ➤ **Payment information:** Clicking the button will show the payment information of the applicant.
- > **Download as PDF**: By clicking the button, the applicant can download the PDF form of the application.

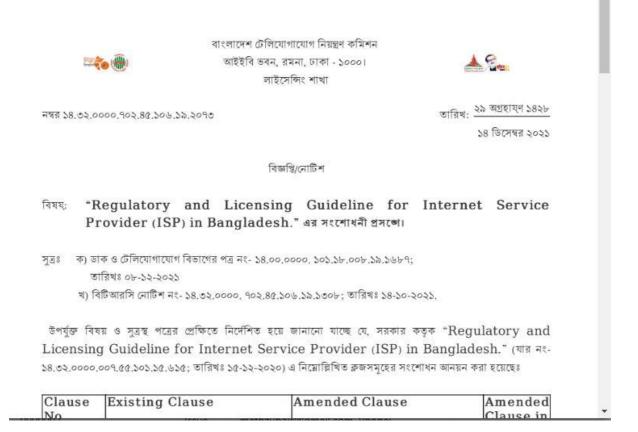
1. Log in to LIMS:

To log into the LIMS system, visit the link https://lims.btrc.gov.bd/. For using BTRC LIMS Portal user has to Log in/ Sign up. In that case LIMS Log in/ Sign up usage guidelines can be followed.

2. Application for ISP License Renew:

After logging in, click on the ISP License Renew submenu from the Open License menu of BTRC License Service. After clicking on ISP License Renew, the following page will appear.

Please read the guideline, scroll down and proceed the application



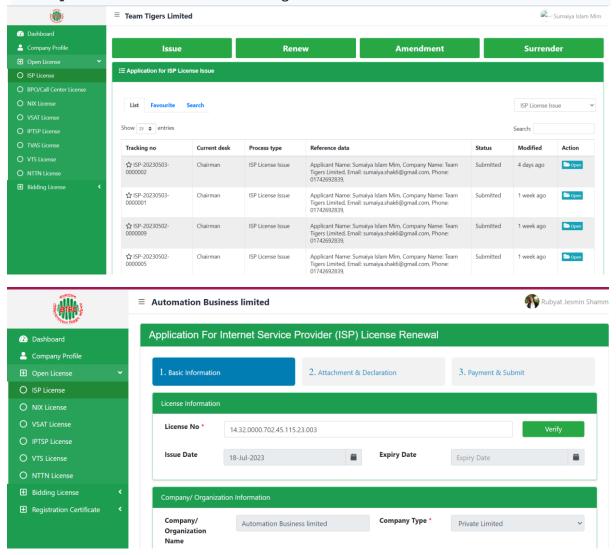




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I have read the guidelines for this License/Certificate.

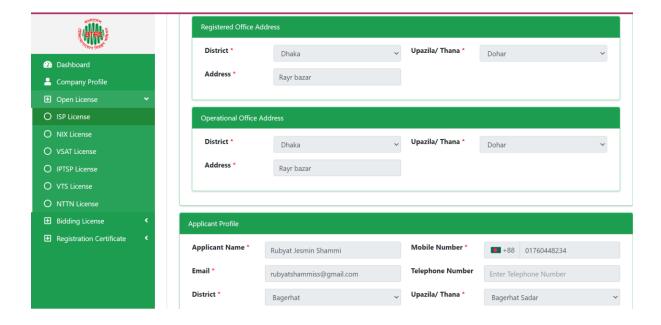
➤ After reading the full guideline then click on the "I have read the guidelines for this License/certificate" then click on Next button. After clicking the Next button, the following form will be displayed. Fill the required information according to the field of this form.



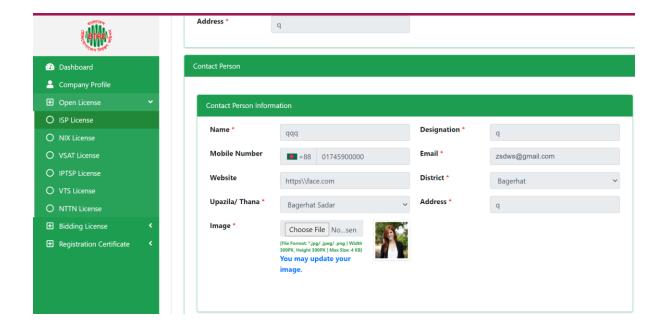
> Company/Organization Information will be filled with required information if Company Profile is updated.







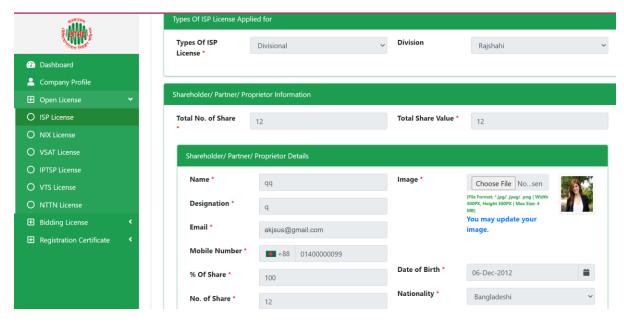
- > Registered Office Address will be filled with required information if Company Profile is updated.
- ➤ If Operational Office Address Registered Office Address is the same then click on As Same as Registered Office. In this case, the necessary information will be filled. If not, the same fields must be filled.
- > **Applicant Profile**: Applicant must add various personal details as required.



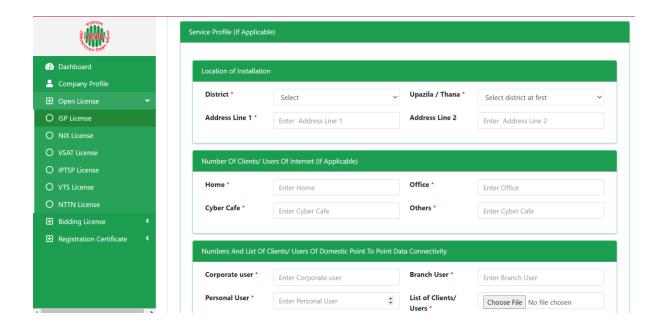




➤ **Contact Person**: Contact person also needs to add various personal details and must be added Person Image.



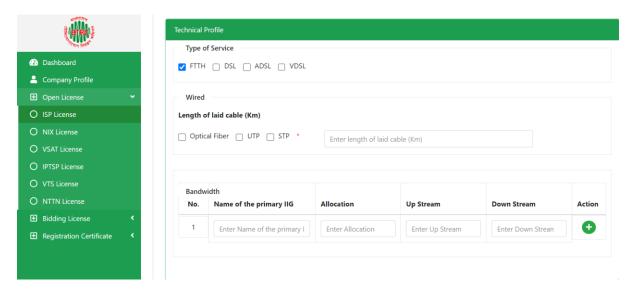
- > **Types of ISP License:** Select Types of ISP License. Required fields will be filled as per the instructions given by BTRC.
- ➤ Shareholder/partner/proprietor Details: Required information must be filled. Total No. of Share and Total Share Value will be calculated by calculating the information of No. of Share and Share Value



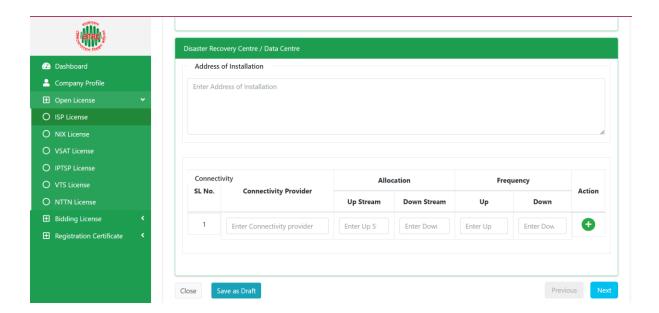
Location of installation: location of installation Required fields will be filled as per the instructions given by BTRC.





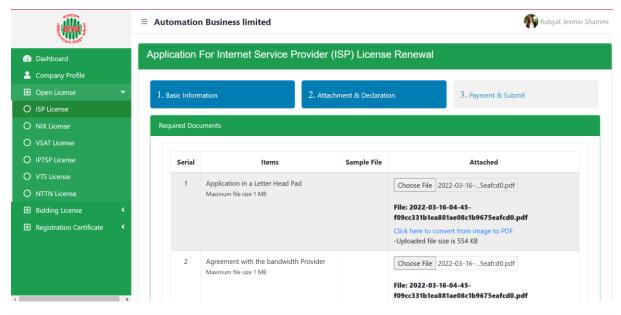


> **Technical Profile**: select Type of service, Length of laid Cable. Required fields will be filled as per the instructions given by BTRC.

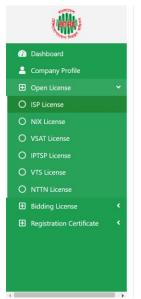


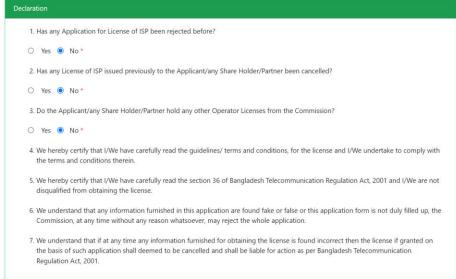






> Required Documents for Attachment: Required documents should be provided in Pdf format.

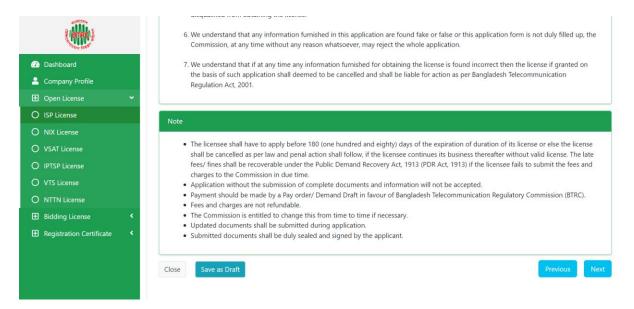




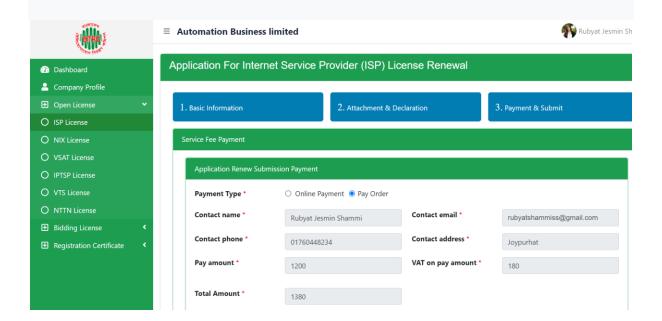


https://lims.btrc.gov.bd/



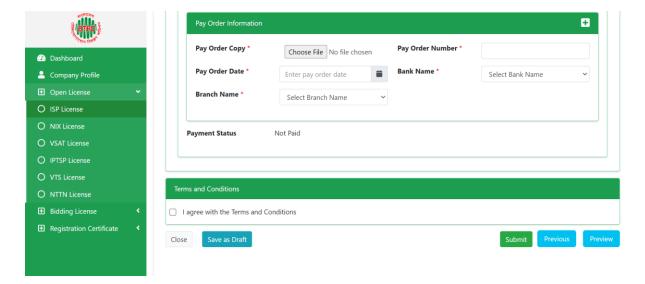


Declaration: The required information must be filled. After filling up the above form, click Next button and the following form will get the option for payment.









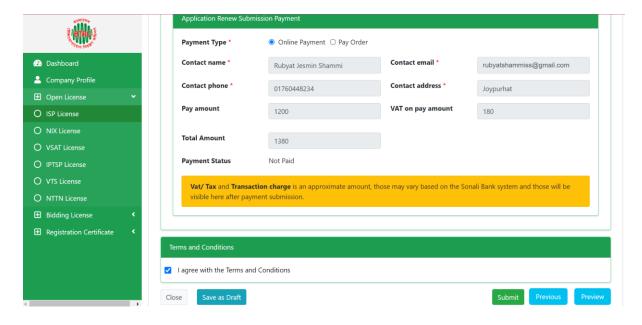
Application Submission Payment: Payment can be made in two ways. Online Payment and Pay Order.

Pay Order: In Pay Order Information on the above page Pay Order Copy, Pay Order Number, Pay Order Date, Bank Name, Branch Name must be filled.

- > agree with Terms and Conditions must be selected.
- > After filling all the information and clicking the Submit button, the Preview Form will be available.



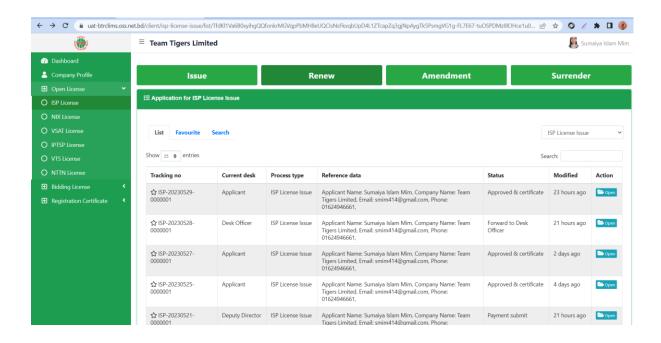




Payment: The applicant will see the payment details and will have to click (\checkmark) to agree to the terms and click the submit button.

> After clicking the submit button, the payment should be completed through Sonali Payment Gateway.

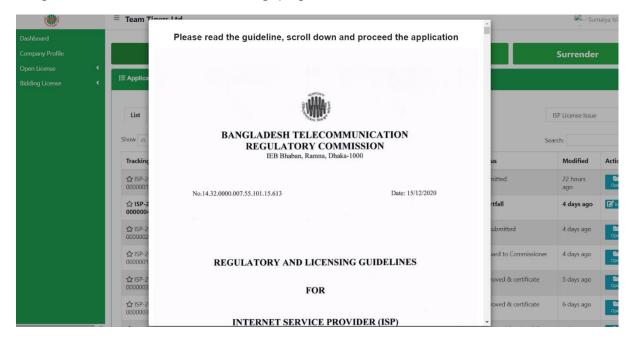
3. Application for ISP License Amendment Issue:







➤ If you click on the amendment button on the above page, the guideline will appear. We have to submit the amendment accordingly after reading the guideline. Notice the following page.



After reading the above guideline in full click on the tick button as per the above pic and click on Next button. After clicking the Next button, the following form will be displayed. Fill the required information according to the field of this form.

Information to be filled:

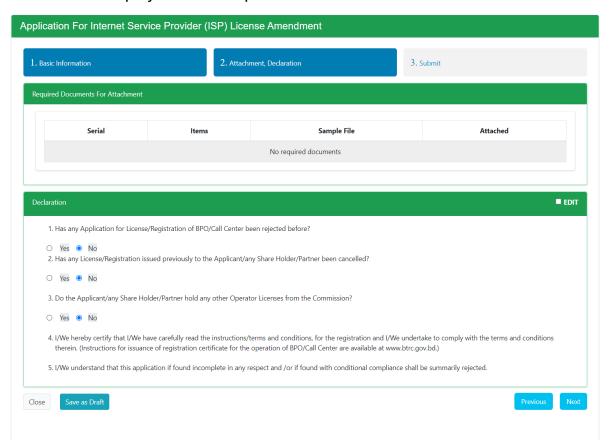






License Information: If you verify the correct License No, you will see all the information on the following page.

- > To close the page, click on the Close button
- ➤ To save all the information entered in the form, click on the Save as Draft button.
- After filling up the above form, click the Next button and the following form will be displayed. The required information will be filled in this form.



- > To close the page, click on the Close button.
- ➤ To save all the information entered in the form, click on the Save as Draft button.

If you click the Next button of the above form, you will see the following form





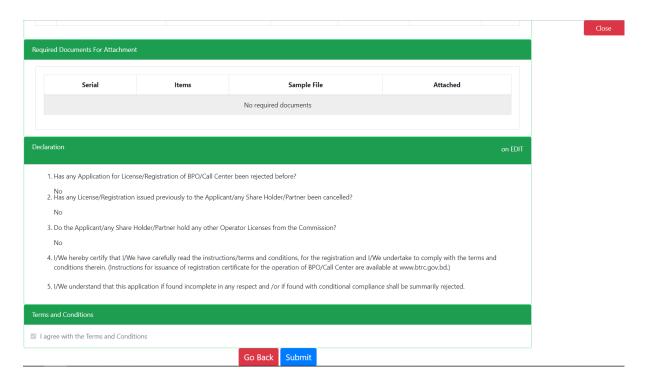


> I agree with Terms and Conditions must be selected. Preview Form will be available by clicking Submit button.

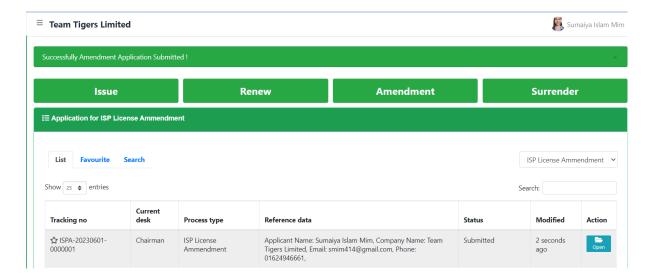








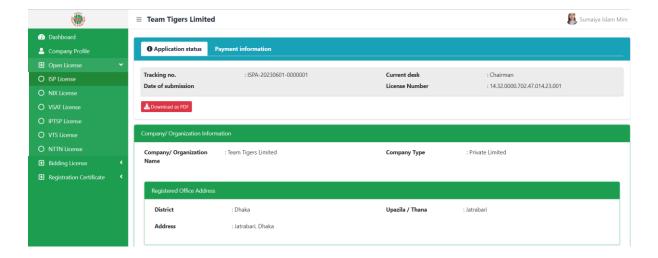
- After checking all the information on this page and clicking on the Payment button, the Application will be submitted and a confirmation message will be sent to your phone and phone message and mail with Tracking Id.
- ➤ Application Information: Click Open button from Application for ISP License Amendment.



> After clicking the Open button, the following window will appear.

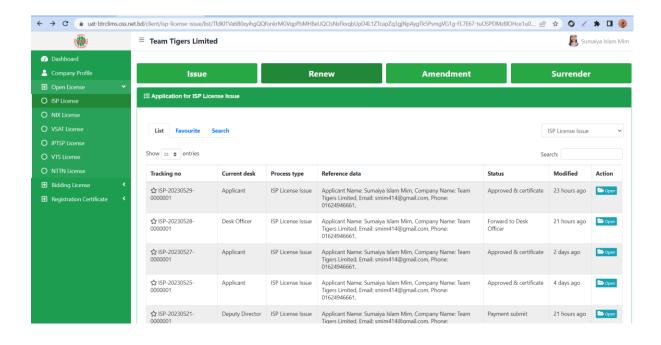






- Application Status, Payment information, Application Download as PDF buttons are available in this window.
- > Application Status: Application Status can be seen here.
- > Payment information: Clicking the button will show the payment information of the applicant.
- Download as PDF: By clicking the button, the applicant can download the PDF form of the application.

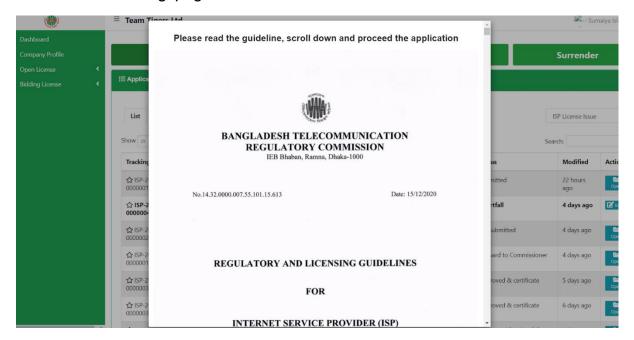
4. Application for ISP License Surrender Issue:





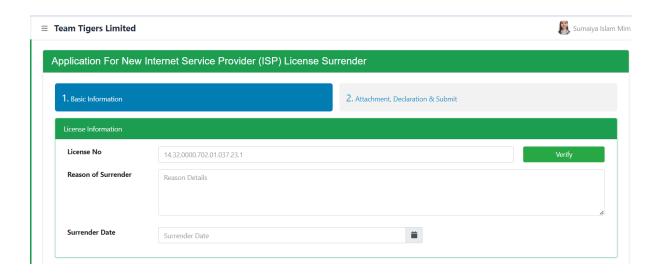


If you click Surrender button on the above page, the guideline will appear. After reading the guideline, we have to submit the amendment accordingly. Notice the following page:



After reading the above guideline in full click on the tick button as per the above pic and click on Next button. After clicking the Next button, the following form will be displayed. Fill the required information according to the field of this form.

Information to be filled:



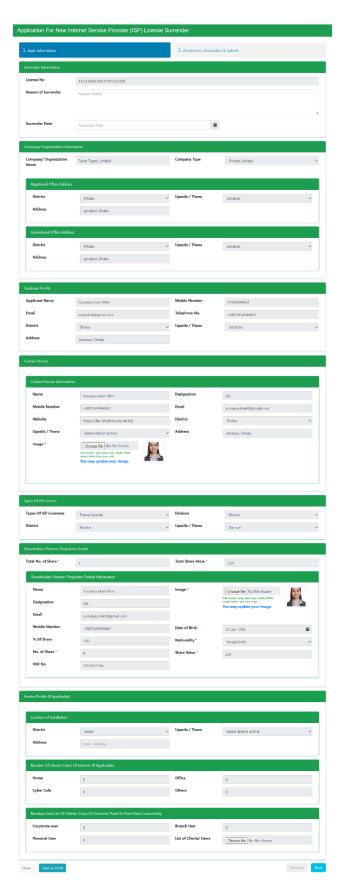




License Information: If you verify the correct License No, you will see all the information on the following page.







> Reason of Surrender: Must be filled.

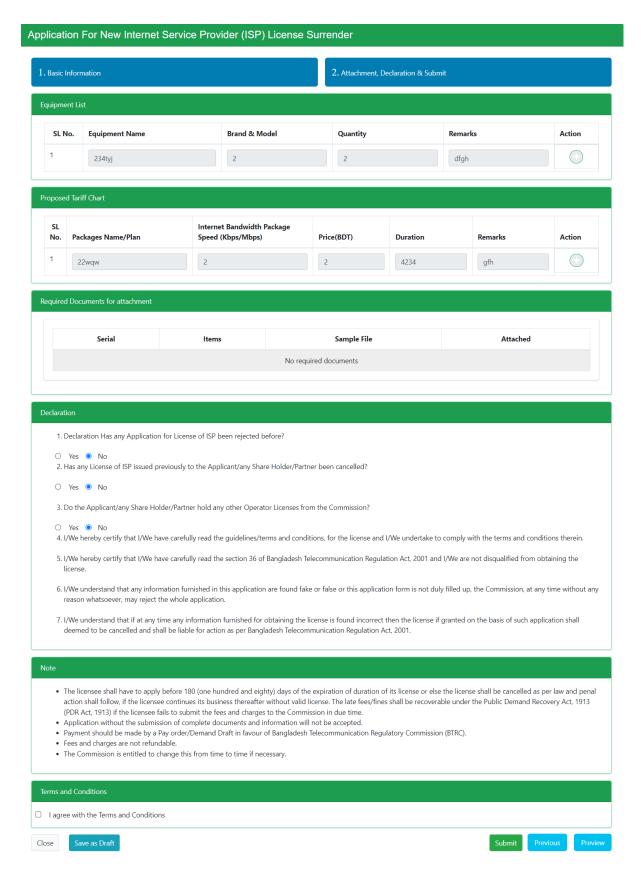




- > Surrender Date: Must be filled.
- > To close the page, click on the Close button.
- > To save all the information entered in the form, click on the Save as Draft button.
- > After filling up the above form, click the Next button and the following form will be displayed. The required information will be filled in this form.





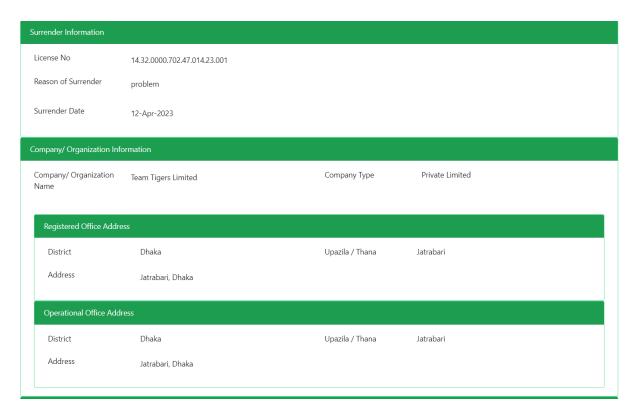


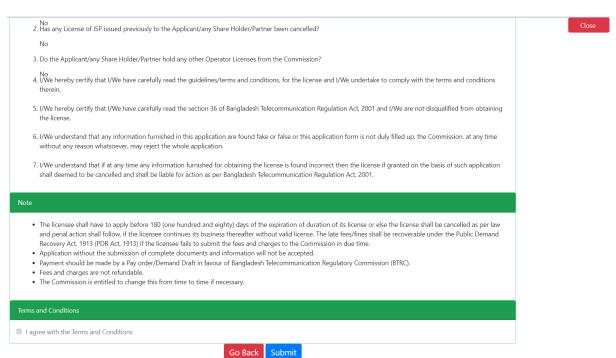
- I agree with Terms and Conditions must be selected.
- To close the page, click on the Close button.





- ➤ To save all the information entered in the form, click on the Save as Draft button.
- Clicking the Next button of the above form will show the following form.





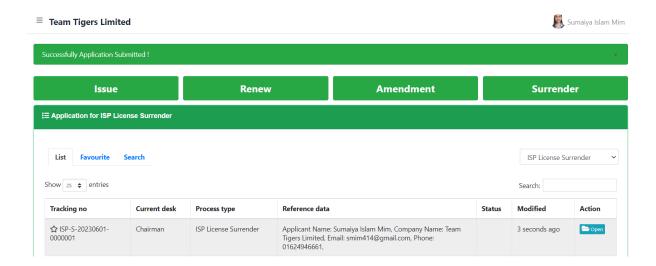
After checking all the information on the page and clicking on the payment



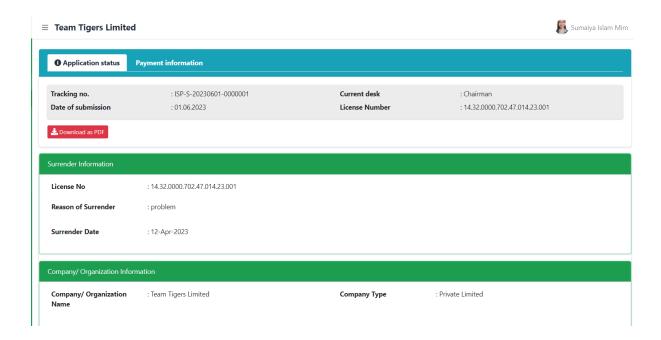


button, the application will be submitted and a confirmation message will be sent to your phone and phone message and mail with Tracking Id.

Application Information: Click Open button from Application for ISP License Amendment.



> After clicking the Open button, the following window will appear.



- Application Status, Payment information, Application Download as PDF buttons are available in this window.
- Application Status: Application Status can be seen here.





- > Payment information: Clicking the button will show the payment information of the applicant.
- ➤ **Download as PDF:** By clicking the button, the applicant can download the PDF form of the application.