

BANGLADESH SUBMARINE CABLE COMPANY LIMITED (BSCCL)

Citizens' Charter

1.1 Introduction

Bangladesh Submarine Cable Company (BSCCL) is a core Telecommunications service provider primarily through the international Submarine Cable and domestic high capacity optical fiber network. Thus, the service provided by BSCCL represents the International communication between Bangladesh and the rest of the world. Emerging in July 2008, BSCCL presently handles Bangladesh's lone submarine cable called the SEA-ME-WE-4 submarine cable and represents our nation in the SEA-ME-WE-4 (SMW-4) international Submarine cable consortium. By providing submarine cable Bandwidth through the SMW-4 cable system BSCCL is contributing to the revenue earning of the Government of Bangladesh. BSCCL is one of the growing companies in the Telecom sector in the country. It is a leading company in implementing National ILDTS & ICT policy to develop a modern telecommunications network in Bangladesh. The submarine cable network is expected to be the main telecommunications infrastructure for "Digital Bangladesh" by the year 2021 and BSCCL is going to play a major role in this regard.

1.2 Our Vision

To be the premier company as Submarine Cable Telecommunications service provider in nationwide bridging the digital divide and bringing Internet to the door steps of the rural people of Bangladesh at affordable price.

1.3 Our Mission

- To provide uninterrupted and quality broad-spectrum telecommunication services in transparent and competitive manner using state-of-the art technology.
- To provide Bandwidth service for all kinds of international voice and data circuits through the submarine cable and optical fiber networks.
- To connect Bangladesh to the global information super highway.
- To strengthen the national ICT sector.
- To help the people of Bangladesh getting full benefit of all the Telecommunications & IT related services.

1.4 Our Objectives

- To provide subscribers easy access to an effective national and global telecommunications backbone network.
- To provide triple play communications facilities comprising of data, voice and video.

- To ensure high quality international traffic handling at lower cost.
- To flourish as a viable company and to meet the increasing demand of bandwidth.
- To achieve well-balanced growth of bandwidth in the country so that we can attain a “Digital Bangladesh” by the year 2021.
- To earn large revenue for the Government of Bangladesh through the sales of spare bandwidth to the domestic as well as international market and adoption of a dynamic and evolved business plan.

1.5 Benefits of the Submarine Cable

- The submarine cable can provide high capacity..
- Voice and data transmission is faster and quality of transmission is much better than the satellite circuits.
- Broadband services, data transmission, call center services, software export, etc. can be facilitated at lower cost.
- e-government, tele-medicine, tele-education, e-commerce and other modern services can be developed through implementation of high bandwidth in submarine cable.

1.6 Our Services

BSCCL is the root service provider of submarine cable bandwidth and handles country’s lone submarine cable. Presently, BSCCL is providing the following services:

1. Bandwidth service for different routes and different levels such as E-1, STM-1, STM-4, STM-16, etc. to the International Internet Gateway (IIG) companies through International Private Leased Circuits (IPLC).
2. Bandwidth service for different routes and different levels such as E-1, STM-1, STM-4, STM-16, etc. to the International (Voice) Gateway (IGW) companies through International Private Leased Circuits (IPLC).
3. .Bandwidth service for different routes and different levels such as E-1, STM-1, STM-4, STM-16, etc. to the other companies through International Private Leased Circuits (IPLC).

1.7 Our Clients

Presently, as a root service provider of submarine cable bandwidth, BSCCL is serving the following types of clients:

1. All IIG Companies (Presently, BTCL & Mango Teleservices Ltd).

2. All IGW companies (Presently, BTCL, Bangla Trac Communication Ltd., Mir Telecom, & Novotel Ltd.).
3. Any other corporate users interested in IPLC connections with substantially large bandwidth.

1.8 Procedure of Service Provision

The general procedure for provisioning of service is outlined below (The detail and updated information about the procedure can be available from the website: www.bscccl.com.bd):

1. The client has to apply for a service/bandwidth such as the IPLC.
2. Upon receiving the registration information, connection details, signed contract documents, etc. BSCCL will process demand note within three working days.
3. Upon receiving the payment for the amount mentioned in the demand note, BSCCL will issue work order to start the activation process for the connection and will ensure the connectivity within five working days.
4. Upon activation of the circuit BSCCL will start billing cycle starting from the date of activation.

1.9 Grievances Redress Mechanism

If any of our clients has any grievance of any of our services, he/she should fill up an application form available at <http://www.bscccl.com.bd> and submit that to *Mr. Md, Zakirul Alam, DGM (Bandwidth Planning), Address: 37/E, Eskaton Garden (6th Floor), Dhaka-1000, E-mail: zakir_bscccl@yahoo.com*. Any matter associated with the complains will be addressed within three working days. Beside this, BSCCL, to provide its improved service, will sit with the clients once in a quarter so that updated client's feedback can be recorded and effective steps can be taken accordingly.

1.10 Website for more information

The company maintains a website: www.bscccl.com.bd to provide detail and updated information to general people.

1.11 Contact Points

Contact Points	Address	Phone	E-mail
Company Secretary	37/E Eskaton Garden, Dhaka-1000	+880-2-9362764	salam_bscccl@yahoo.com
DGM (Customer Care)	37/E Eskaton Garden, Dhaka-1000	+880-2-9362748	parvez.engr@gmail.com
DGM (Operations)	Jhlongja, Cox's Bazar Landing Station	+880-341-62167	jahangirugc@gmail.com
DGM (BW Planning)	37/E Eskaton Garden, Dhaka-1000	+880-2-8318809	zakir_bscccl@yahoo.com