INFOZILLION TELETECH BD

FREEDOM OF NETWORK

www.infotelebd.com

Hosaf Tower, 12th floor,
9 Mohakhali C/A, Dhaka-1212

Hotline: 09609004825

COMPANY INFORMATION

Business, Administrative & Contact Information

- Company name: INFOZILLION TELETECH BD LTD
- Business type: IT Enabled Services
- Hotline: 09609004825, Tel: 8833944, Fax: 8833943
- E-mail: info@infotelebd.com
- Physical address: Hosaf Tower, 12th floor, 9 Mohakhali C/A, Dhaka-1212
- Postal Address: Dhaka-1212
- TIN: 278199123104, VAT No: 000788801

INFOZILLION TELETECH BD

INTRODUCTION

Company History

Infozillion Teletech BD Ltd. started its journey with the goal of implementing the Mobile Number Portability Services (MNPS) in The People's Republic of Bangladesh.

Scope of Work

- Providing Mobile Number Portability services across the country to all mobile phone subscribers.
- Number Portability is a service which allows subscribers to keep their phone number (MSISDN) unchanged when they change their mobile operator.
- We are a joint venture company providing our customers with all levels of system maintenance including support and proactive system monitoring from 9:00 am to 11:00pm.

Support Level-1	**Customer support (Helpdesk)**
Support Level-2	**Technical Support**

INFOZILLION TELETECH BD

COMPANY STRATEGY

Objective

Freedom of network for all mobile subscribers across the country.

Mission and Vision

- To provide an efficient platform for smooth switching of the network keeping MSISDN unchanged by the Mobile Telecom subscribers of Bangladesh.
- To install & maintain an efficient, user friendly and robust network platform for Mobile Number Portability (MNP).
- To upgrade the network platform with latest technology to accommodate the anticipated growth of Telecom subscribers.
- To look for new business opportunity based our MNP services.
- To ensure Quality of Services (QOS) and help desk support to potential clients of MNP services.

BUSINESS CONCEPT

About us

Infozillion Teletech BD Ltd is a joint venture company with Teletech INC from Slovenia. It got its license from BTRC on the 30th of November 2017. The service was launched on 21st October 2018 officially. It provides the Mobile Number Portability services to all over the country.

Membership

- Bangladesh Computer Samity (BCS)
- Bangladesh Association of Software and Information Services (BASIS)
- Dhaka Chamber of Commerce and Industry (DCCI)

INFOZILLION TELETECH BD

BUSINESS CONCEPT (CONT.)

Services

The Mobile Number Portability service is provided by the Number Portability Clearing House (NPCH).

Porting & Porting query

Porting of a number from donor network to the recipient network is done through different levels of validation and checking. Porting query is an important part in the porting system.

- Central Number Portability Database (CNPDB)
- Database History maintained
- Lookup service
- Current Customers : Mobile subscribers

BUSINESS CONCEPT (CONT.)

Tools and Ticketing System

- Redmine Ticketing system
- Zabbix monitoring tool

DATA CENTER LOCATION

Data center location: Colocity

Mohakhali Tower

82 Mohakhali C/A, Dhaka, 1212, Bangladesh

Disaster Recovery: Coloasia

Rashid Center (5th floor)
7/A R.N Road, Jessore, Bangladesh

INFOZILLION TELETECH BD

PARTNERS

Strategic partners:

Bangladesh Telecommunication Regulatory Commission (BTRC)

BTRC is an independent commission founded under the Bangladesh Telecommunication Act, 2001 (Act # 18 of 2001). BTRC is responsible for regulating all matters related to telecommunications of Bangladesh.

Affiliation:

- ❑ Mobile Network Operators (MNOs)
- ❑ International Gateway (IGW)
- ❑ Interconnection Exchange (ICX)
- ❑ Internet Protocol Telephony Service Provider (IPTSP)
- ❑ Public Switched Telephone Network (PSTN)

STAKEHOLDERS

- Mobile Operators
  - Grameenphone Limited, is a subsidiary of Telenor Group
  - Robi Axiata Limited, is a subsidiary of Axiata Group Berhad of Malaysia
  - Banglalink Digital Communications Ltd, is a subsidiary of Telecom Ventures Ltd
  - Teletalk Bangladesh Limited, is owned by the Government of Bangladesh.
- IGW Operators Forum (IOF)
- Internet Service Providers Association of Bangladesh (ISPAB)
- Bangladesh Telecommunication Company Limited (BTCL)

COMPANY STRUCTURE

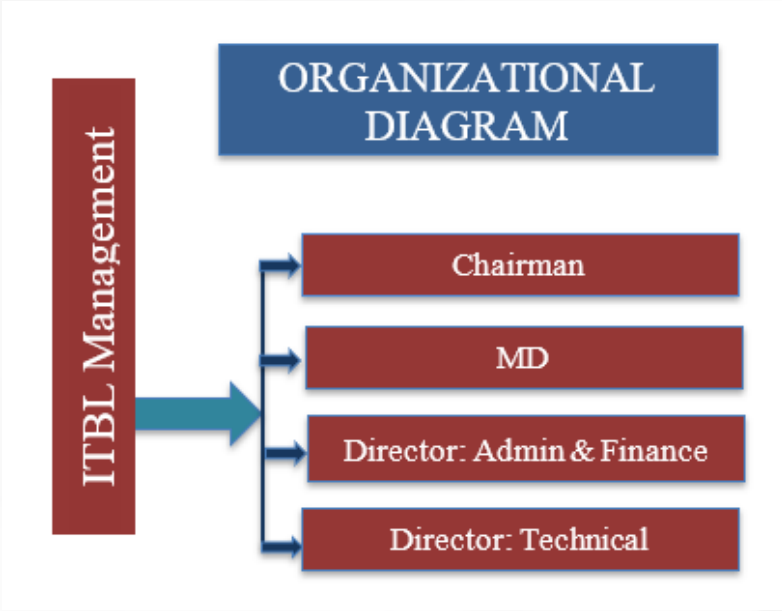
Ownership

Mr. Arturas Mickevicius	Chairman
Mr. Mabroor Hossain	Managing Director
Mr. Zahir Sadeque	Director
Mr. Samiur Rahman	Director
Mr. Tomislav Gacnik	Director

COMPANY STRUCTURE (CONT.)

Management Structure

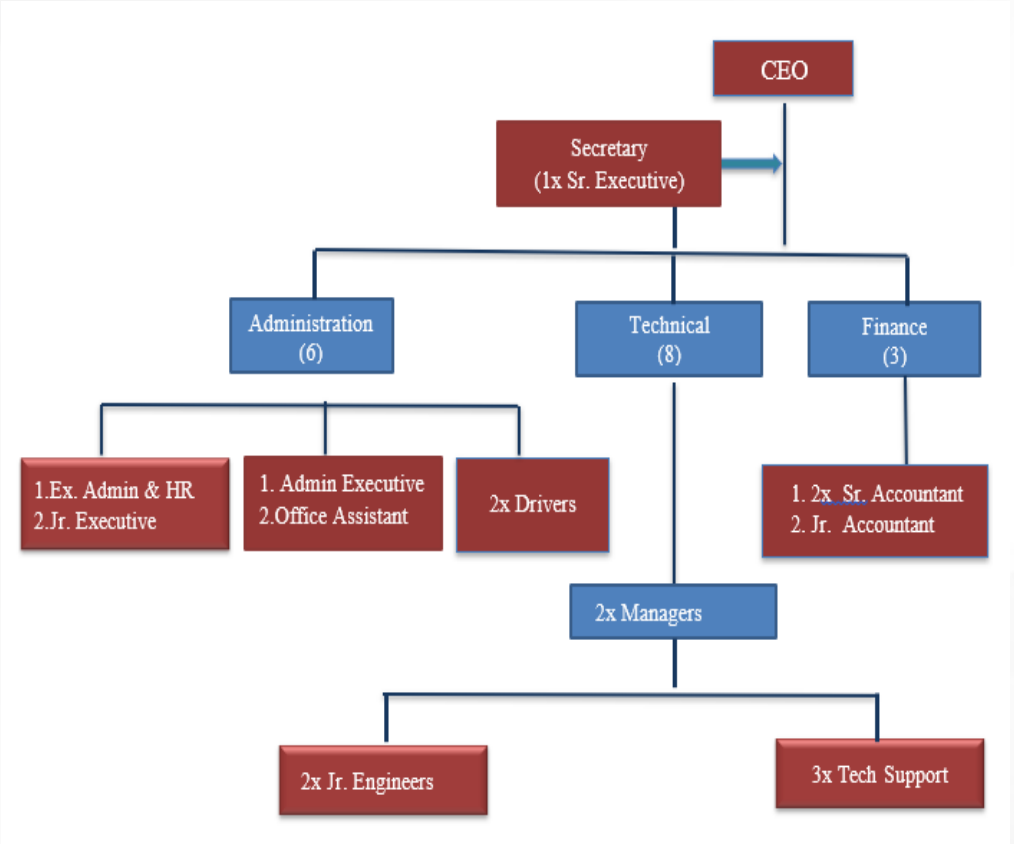
The Chairman sits at the top on the board. Then comes the position of the Managing Director and Directors. The CEO reports to the Managing Director. The important business policies based on target decisions are taken with the consent of the Chairman and Directors.



COMPANY STRUCTURE (CONT.)

Employee Structure

The CEO sets up business policies based on target decisions made with the administrative, technical and accounting team. In the technical team, there are two managers under who two Junior Engineers and Technical support team work. Besides the company has administrative and finance team. The employee level structure is depicted in the flow diagram:



INFOZILLION TELETECH BD

GET IN TOUCH

INFOZILLION TELETECH BD

www.infotelebd.com

Hosaf Tower, 12th floor,
9 Mohakhali C/A, Dhaka-1212

Hotline: 09609004825