



Teletalk Bangladesh Limited
A State-Owned Mobile Network Operator
Rajuk Commercial Complex, Gulshan-1, Dhaka-1212
www.teletalk.com.bd, www.teletalk.gov.bd



THE DIRECTORS' REPORT

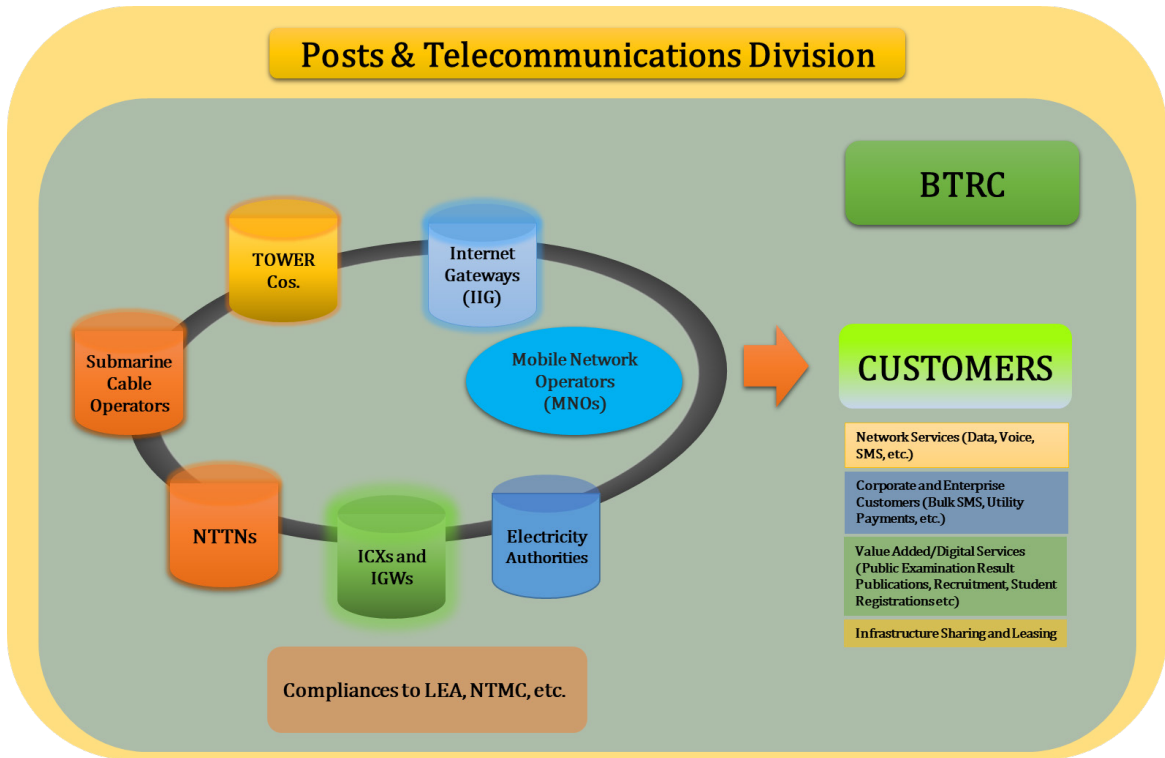
Dear Shareholders,

The Board of Directors of Teletalk Bangladesh Limited welcomes you to the 20th Annual General Meeting of the Company. We take the pleasure of presenting the operational activities and the audited financial statements for the year ended on 30 June 2024, along with the auditor's report. On behalf of the Company's Board of Directors, I express my sincere gratitude to the shareholders, the customers, and the employees for their support and trust extended to us throughout the years.

The Telecommunications Industry and the Present Scenario in Bangladesh

Bangladesh's telecommunications sector has proved to be one of the most promising sectors with significant growth potential. The subscriber base has seen an increase in the past couple of years. The sector has flourished in the country in recent years mainly due to competitive voice, SMS, and data rates with affordable SIM prices offered by mobile network operators (MNO). The services of the MNOs are now not limited to only voice calls or SMS. They have expanded their business rapidly by offering diversified packages and services, e.g. e-commerce, digital finance, mobile bill payment, call center, health care management, disaster management, mobile ticket reservation, voice-based info, vehicle tracking systems, mobile money, news updates, and many others.

However, the telecommunication system as a whole is not just the mobile network operating; rather, it's a complex chain of interconnected apparatus. Bangladesh Telecommunication Act, 2001 (Act No. XVIII of 2001) defines the 'telecommunication system' as "a combination of the telecommunication apparatus (e.g. switching system, transmission apparatus, terminal apparatus, satellite etc.) whether or not these equipments are visibly connected with one another, or whether or not they are combinedly used in the transmission or reception of any information or message". The MNOs are Access Network Service operators (ANS), meaning those with direct access to the subscribers. They are the front layer of the telecommunication system, severely dependent on the other apparatuses. Following is a summary of the overall ecosystem:



The MNOs started their journey in 1991 in Bangladesh. Since then, several operators have entered the country’s market backed up by massive foreign investments. Currently, four MNOs are operating in Bangladesh. They are- Grameenphone Ltd (GP), Robi Axiata Ltd (Robi), Banglalink Digital Communications Ltd (Banglalink), and Teletalk Bangladesh Limited (Teletalk). Apart from Teletalk, the rest of the MNOs are owned and controlled by different international telecommunications operators. Under the regulations of BTRC, all of these mobile network operators have played a vital role in the digital transformation of Bangladesh.

The total number of Mobile Phone subscriptions reached 186.10 million at the end of June 2023. Following is a brief description of the four MNOs operating in Bangladesh:

Table 1: The four MNOs of BD (as of June 2024)

MNO	Started Operation	Majority Owner	Subscriber (In Millions)
Grameenphone	1997	Telenor (Norway)	85.53
Robi	1997	Axiata (Malaysia)	59.51
Banglalink	1996	VEON (Dutch-Domiciled)	44.48
Teletalk	2005	MoPT & IT (Bangladesh)	6.56




Regulatory Environment

Bangladesh Telecommunication Regulatory Commission (BTRC) was formed on January 31, 2002, under the Bangladesh Telecommunications Act 2001, to facilitate stable socioeconomic development and to provide a dependable telecommunication environment in the country.

Clause 29 of the Act defines the following broad objectives of the Commission-

- to encourage the orderly development of a telecommunication system that enhances and strengthens the social and economic welfare of Bangladesh
- to ensure, in keeping with the prevalent social and economic realities of Bangladesh, access to reliable, reasonably priced, and modern telecommunication services and internet services for the greatest number of people, as far as practicable
- to ensure the efficiency of the national telecommunication system and its capability to compete in both the national and international spheres
- to prevent and abolish discrimination in providing telecommunication services, to progressively effect reliance on competitive and market-oriented system, and in keeping with these objectives, to ensure effective control of the Commission
- to encourage the introduction of new services and to create a favorable atmosphere for the local and foreign investors who intend to invest in the telecommunication sector in Bangladesh.

As per the Act, the Commission is responsible for formulating policies for establishing, operating, regulating, maintaining telecommunications establishments, and providing various telecom services in the country. Besides, fixing charges on the subscribers, ensuring the benefits for the subscribers, and ensuring people's rights for the teleservices are also tasks of BTRC.

Significant Events of the Telecom Sector of Bangladesh in the Last 5 Financial Years

FY	Events
FY2023-24	<ul style="list-style-type: none"> BTRC has released the Regulatory and Licensing Guidelines for Cellular Mobile Services in Bangladesh on February 13, 2024. "Cellular Mobile Services Operator Licence" and "Radio Communications Apparatus Licence for Cellular Mobile Services" were handed over to the MNOs by BTRC in March, 2024.
FY2022-23	<ul style="list-style-type: none"> Joint trial of national roaming began between Teletalk and Banglalink. Major telecom operators of Bangladesh completed the trial run of 5G mobile network services by December 31, 2022. BTRC has issued licenses to three private submarine cable systems and services operators. eSIM was introduced by the telecom operators of the country.



FY2021-22	<ul style="list-style-type: none"> • BTRC instructed mobile operators to launch data packages with ‘unlimited’ validity. • Nearly \$1.24 billion was raised from the auction for the 5G spectrum on March 31, 2022. GP and Robi each acquired 60MHz in the 2.6GHz band. Teletalk acquired 30MHz and Banglalink 40MHz in the 2.3GHz band. • Bangladesh entered a new era as the government inaugurated the 5G mobile network service through Teletalk on December 12, 2021. The service was initially launched on an experimental basis in six areas in the country.
FY2020-21	<ul style="list-style-type: none"> • Covid-19 had significantly impacted the telecom section, and Bangladesh is no exception. The country faced the second wave in FY2020-21, leading to decreased customer acquisition and retention. • The work-from-home scenario has become the new normal during the pandemic, and the telecommunication sector has been a vital part of it. • Tax structure for mobile internet is 21.75% (5% VAT, 15% supplementary duty & 1% surcharge) and for voice services is 33.25% (15% VAT, 15% supplementary duty & 1% surcharge)
FY2019-20	<ul style="list-style-type: none"> • The country faced the first wave of the Covid-19 pandemic. The telecom operators lost more than 46 lakh subscribers between February 2020 and May 2020. Meanwhile, subscriptions to broadband connections (the main alternative to mobile internet) increased by 41% during the mentioned months. • Mobile network operators became one of the frontline service providers of Bangladesh during the general holidays imposed to control Covid-19. The trend continued in the subsequent limited economic activity days as well. • Economic value of mobile technology and services was equivalent to 5.3% of Bangladesh’s GDP.

Teletalk- the State-Owned MNO of Bangladesh

Since the inception of mobile telecommunication technology in Bangladesh, the market has been dominated by private telecom operators owned primarily by foreign companies. This resulted in unaffordable tariffs and a lack of innovation for the betterment of marginal citizens of the country. To ensure control over this oligopolistic market, the Executive Committee of the National Economic Council (ECNEC) decided in 2002 that a State-Owned Enterprise (SOE) in the form of a public limited company would be established in the telecommunications sector with the following four objectives:

- i. To provide mobile telephone service to the people from the public sector
- ii. To ensure fair competition between public and private sectors and thereby safeguard the public interest
- iii. To meet a portion of the unmitigated high demand for mobile telephone
- iv. To create a new source of revenue for the government.




To make that idea a reality, the Government initiated the “10 (Ten) Lakh T&T Mobile Telephone Project (1st Phase- 2.5 lac)” through Bangladesh Telegraph & Telephone Board (BTTB) (currently Bangladesh Telecommunications Company Limited). At the same time, on December 26, 2004, a state-owned company, Teletalk Bangladesh Limited, was incorporated to implement the four objectives of the Government. The company was given the Certificate of Commencement of Business on the same day, and the commercial operation was launched on March 31, 2005. Upon completion of the BTTB project, its assets (worth BDT 643.86 crore) were handed over to Teletalk in 2008 via MoPT & IT.

The authorized and paid-up capital of Teletalk are BDT 2000 crore and BDT 1311.60 crore, respectively. One hundred percent of the company’s shares are owned by the Ministry of Posts, Telecommunication and Information Technology (MoPT & IT) of the Government of the People's Republic of Bangladesh; hence the People of Bangladesh are the true owners of Teletalk. The entity is registered under the Registrar of Joint Stock Companies and Firms (RJSC) as a public limited company, and the Posts and Telecommunication Division (PTD) of MoPT & IT is its controlling authority.

Since its commencement, Teletalk has been disrupting Bangladesh's oligopolistic mobile telecommunication market by stabilizing the overall tariff rates to an affordable level for the citizens. Teletalk offers mobile voice, SMS, and data services, as well as unique value-added services. Teletalk has affordable and customizable packages to suit the mobile telecommunication needs of all citizens of Bangladesh. Teletalk will always provide services aligning with the Government’s vision of not considering only the business case but also the betterment of Bangladeshi citizens.

The National Telecommunications Policy-2018 and Teletalk

The National Telecommunications Policy 2018 (NTP-2018) was created to provide affordable and universally accessible quality telecommunication services to support the nation’s sustainable development goals and integrate the country with the global knowledge economy. Point 6.3.7 of the policy states that the government will ensure appropriate regulatory measures to create and maintain a competitive environment in the telecommunication sector. Teletalk- the state-owned MNO acts as a tool of the government for price control in the mobile telecommunications market. It is also a direct instrument of the government for establishing the fourth pillar of Digital Bangladesh, which is- ‘Connecting Citizens’; and an indirect one for the other three pillars- ‘Digital Government’, ‘Human Resource Development’, and ‘IT Industry Promotion’.

Point 6.1.4 of the NTP-2018 states that to ensure affordable and universal access, the government will expand networks and services in marginal areas to enable economic and social inclusion by redirecting some industry revenues. For that, as a state-owned MNO, Teletalk is committed to providing the marginal citizens of Bangladesh with mobile telecommunication services. Hence, Teletalk is focused on expanding the mobile



telecommunication network not only in high-revenue earning areas but also in the hard-to-reach areas of the country where private operators are uninterested in doing so due to a lack of financial profit. As a result, Teletalk is the only MNO to provide appropriate mobile network coverage for the citizens of remote areas (e.g. the Sundarbans, Chittagong Hill Tracts, Haors-Baors, Coastal Belt, etc.) of Bangladesh. These expansions are funded by MoPT & IT's Social Obligatory Fund, the usage of which is included in points 7.3.1 to 7.3.4 of the NTP-2018.

Aligning with the NTP-2018's points 6.7.3 (support innovative e-services and m-services in important social sectors) and 6.7.6 (encourage innovative use of telecommunications and related technologies and services.) Teletalk was the pioneer in digitalizing various services of the government. Some of the innovative Value-Added Services of Teletalk are- result processing, re-scrutiny, result archiving of PSC, JSC, SSC, and HSC Archiving the results of board exams (like JSC, PSC, SSC& HSC), digital admission services of schools, colleges, and universities, utility bill payment system for BREB by own arrangement and through bKash, etc. Most importantly, to facilitate the idea of 'Digital Government', Teletalk has digitalized the application procedure for government jobs. The company has a dedicated job application site called 'Alljobs by Teletalk'. It is the first and the most prominent digital job application portal in the government sector. This innovative service has eliminated the hassle of the obsolete manual application procedure for the millions of job seekers in the country.

The NTP-2018 states that the government is committed to enhancing the competitiveness of state-owned enterprises. In this regard, the government will encourage the state-owned telecommunications enterprises to adopt competitive business strategies, including human resource development, management restructuring, partnering with the private sector, and attracting local or foreign investment (7.10.1), encourage the state-owned enterprises to identify and explore the scope of strategic and operational synergies among themselves for infrastructure creation, manufacturing, and service provision (7.10.2), establish key public telecommunications infrastructure in collaboration with the state-owned enterprises to enhance capabilities in the matters of national security, disaster management, e-service delivery and serving the underserved (7.10.3). Following these points of the NTP, Teletalk is closely working with its sibling organizations (i.e. BTCL, TSSL and BSCCL) to establish a robust, secure and sustainable state mobile telecommunication network. At the same time, Teletalk is working with state entities (e.g. BPSC, BREB, Ministry of Education and countless others) to establish a strong digital government services infrastructure.

Current Capacity and Coverage of Teletalk's Network

Teletalk's primary service as a state-owned MNO is to ensure a robust, stable, and efficient mobile telecommunication network for the citizens of Bangladesh. In other words, the 'Connecting Citizens' pillar of the vision of Digital Bangladesh has always been the primary service of Teletalk. As of June 30, 2024, Teletalk's network coverage and services are in 64 districts and 491 Upazilas in Bangladesh.



Table 2: Network Information of Teletalk (as of June 30, 2024)

S/N	Particular	4G	3G	2G
1	Band-wise Spectrum Allocation	2100: 10 MHz 1800: 10 MHz	2100: 10 MHz 900: 3.8 MHz	1800: 10 MHz 900: 5.2 MHz
2	Capacity (Unit)	PS: 80 Gbps & CS: 1,10,00,000 Gbps		
3	Coverage- Geographical	39%	43%	59%
4	Coverage- Districts (No.)	64	64	64
5	Coverage- Upazilas (No.)	445	434	491
6	No. of Sites (Shared)	1521	1477	2323
7	No. of Sites (Own)	2583	2169	3314
8	No. of Sites (Total)	4104	3646	5637
9	Total No. of Sites (Including Relocation in Progress /Dysfunctional)	5661		

To provide affordable mobile telecommunication service to marginal citizens of the country, Teletalk has established network services in some very remote and hard-to-reach areas of the country, such as the Coastal Belt, Chittagong Hill Tracks, the Sundarbans, and the Haors & Baors.

Ongoing Network Expansion Projects of Teletalk

Teletalk currently has two ongoing network expansion projects. Upon successful completion of these projects, a total of 3420 sites is expected to be added to Teletalk's network infrastructure and increase the existing sites' quality of service (QoS). Following is a brief description of these projects:

Project Name	Expansion of Teletalk's Network up to Rural Areas and Network Readiness for 5G Services Project	Expansion of Teletalk's Mobile Broadband Network in Coastal, Hill Tracks, and Other Hard-to-Reach Areas
Project Director	: Md. Khayrul Hasan, Additional Secretary	A. M. Akhtarul Islam
Implementation Period	: July 01, 2021 to June 30, 2025	December 01, 2021 to June 30, 2025
Official Start Date	: January 04, 2022	March 30, 2022
Estimated Project Cost	: 2238.26 crore BDT	615.29 crore BDT
Source of Fund	: 97.31% GoB and 2.69% TBL	100% Social Obligation Fund
Project Summary	: A total of 3000 sites (shared – 2300, own – 700) will be installed to ensure 4G network up to Rural Areas. Also, capacity	This project focuses on eradicating the digital divide by implementing high-speed mobile broadband services to the

	of 2000 existing 4G BTS sites will be enhanced, 4G e-nodeB will be installed at existing 1000 BTS sites, 500 IBS will be installed at multistoried buildings, markets, residential buildings, and 5000 FWA devices will be installed.	telecom-disadvantaged population in coastal, hill tracts and other remote areas. 420 new 4G BTS sites with solar power backup (including 20 transmission HUB sites) will be installed in these remote areas. Also 500 short haul microwave links, 25 long haul microwave links and 450 site routers will be installed.
Progress (till June 30, 2024)	: 43% financial and 56% physical	15.96% financial and 40.2% physical

Teletalk Focuses on Serving the Marginal Citizens of Bangladesh

Teletalk, being a state-owned entity, does not look only for financial profit; rather, it focuses on the country's socioeconomic development. In fact, out of the four objectives of the Government for creating Teletalk, the first three focus on economic gains. This is why Teletalk is interested in establishing a solid state-owned mobile telecommunications network in remote areas of Bangladesh where private operators are not interested due to insignificant business opportunities. Currently, Teletalk is focusing on providing voice, data, and digital services to the following segments:

- Marginal citizens of the country (especially the citizens living in remote areas)
- Students of the country
- The job-seeking population of the country
- The women of the country
- The government entities of the country

Following is a brief description of Teletalk's segment-wise ongoing services and its beneficiaries:

Table 3: Major Segmented Services of Teletalk (as of June 30, 2024)

Segment	Service	Description	Beneficiary
1. Marginal Citizens	Establishing Mobile Networks in Remote Places	A strong state-owned mobile telecommunication network for the citizens living in remote areas of Chittagong Hill Tracts, the Sundarbans, the Haors & Baors, the Coastal Belt, etc.	All citizens of Bangladesh
	Shotoborsho SIM Package	Special mobile network package designed with low-cost tariffs.	18,13,608 users




2. Students	Agami SIM Package	A unique mobile network package for the most brilliant students of Bangladesh. The SIM is awarded to students who have achieved GPA 5 in SSC or HSC for free, and the tariff rate is kept at the lowest base.	2,22,952 students
	Bornomala SIM Package	Special mobile network package for all students of Bangladesh. The tariff rate is kept at an affordable level, considering the socioeconomic condition of a typical student.	7,80,873 students
3. Job Seekers	Alljobs by Teletalk (alljobs.teletalk.com.bd)	Teletalk's job portal for government and private jobs. The largest job portal among government entities.	Approximately 3.5 lakh citizens
4. Women	Oporajita SIM Package	Special mobile network package designed for all women of Bangladesh.	4,06,487 women
	Mayer Hasi SIM Package	A unique mobile network package for the mothers of students who have received stipends in primary education.	11,52,349 mothers
5. Government Entities	Corporate SIM Package	Mobile network package for Teletalk's valuable corporate clients. Teletalk is given preference for corporate usage in government entities as per Bangladesh Gazette no. 05.00.0000.111.10.001.2014-416, dated Nov. 26, 2014, and clause 26(ka), 28(kha) & 31(ja) of Government Telephone, Cellular, Fax & Internet Policy, 2018.	71,384 users
	Automation System for Bangladesh Public Service Commission	Teletalk's automation system software for recruitment and promotion-related activities of Bangladesh Public Service Commission.	Approx. 20 lakh citizens
	Result Publication and Archiving of JSC,	Publication of JSC, SSC, and HSC examination results of all 10	Approximately 2 crore citizens




	SSC, and HSC Examination	education boards, and archiving the results in a dynamic database.	
	Admission System of Schools, Collages & Universities	Web & SMS based admission and result publication system.	Approximately 10 lakh citizens
	Digital Recruitment Service	Web-based automated recruitment services for almost all ministries, directorates, commissions, armed forces, police, and government entities. Up to 10% of the exam fees can be allocated to Teletalk as commission as per MoF Gazette no. 07.00.0000.172.37.003.14-235(1), dated 17 August 2023.	Approximately 4 crore job seeking citizens
	BREB Bill Payment	Bangladesh Rural Electrification Board's bill payment system by Teletalk's platform.	Approximately 1 crore citizens
	IVR Platform for Disaster Management	An Interactive Voice Platform (IVR) service of Teletalk which is used by Department of Disaster Management (DDM) to warn citizens about natural disasters.	Approximately 50 lakh citizens.

Since Teletalk started its journey in an already established market with minimal resources, its service development strategy has been changing subject to the condition of the telecom industry of the country. Teletalk has been a strong advocate for practicing fair marketing policy following the rules and regulations set up by the concerned authorities. Teletalk has extensive plans to strengthen the existing user base's loyalty and encourage the users of other operators to switch to the state-owned network.

Customer Relationship Management (CRM) of Teletalk

Customer Relationship Management (CRM) is the second largest wing of Teletalk under the Sales, Distribution & CRM department in terms of service coverage and the number of employees. Through 69 customer care and 20 points located in different parts of the country, the CRM wing provides SIM sales, tele-charge, internet services, SIM registration, SIM ownership change, SIM replacement, Call Detail Record (CDR), Roaming, MNP (Mobile Number Portability) services, and other ancillary services to the valued customers. In addition, there is an Internet Protocol Call Center (IPCC) to provide uninterrupted online customer service and advice 24 hours a day, 365 days a year, where customers can call 121 (Helpline) from Teletalk number and 01500121121-9 from other operator numbers to get the necessary information and services. For better Customer service, there is also available Teletalk website



(www.teletalk.com.bd), Facebook page (www.facebook.com/yourTELETALK), Teletalk Corner, Teletalk Service Point, and Retail Point. The website includes Teletalk's up-to-date data and SIM packages, offers, location of customer service centers, and points. Customer inquiries and complaints are regularly answered on the TBL official Facebook page.

Table 4: CRM at a Glance (as of June 30, 2024)

Customer Care Centers	: 69
Customer Care Points	: 20
CRM Coverage District	: 63
Manpower	: 264 (63 permanent officials and 201 outsourced employees)

Sales and Distribution of Teletalk

Teletalk Bangladesh Limited employs territory-based distributors across the country to provide service at the customer's doorstep. The Sales & Distribution wing under the Sales, Distribution & CRM department provides SIM sales/activation, tele-charge, scratch card sales, data pack activation, SIM replacement, and rural electricity bill payment service across the country through retailers under distributors. Currently, the services mentioned are being provided through about 63,339 retailers under 102 distribution houses in 11 sales zones. Customers can avail services from the nearest retailer by identifying the retailer's location through My Teletalk app. The retailer can execute all other activities, such as payment of Rural Electricity bills, provision of telecharge and data packs to customers, and product requisition to distributors through Telepay app. Products are delivered as per requisition from the distributor house to the retailer through Sales Representatives (SR). The distributor house receives the products from respective zonal inventory subject to revenue assurance through proper invoices as per the requisitions received from the retailers.

Organizational Performance of Teletalk

Teletalk has diversity among its 479 employees to foster creativity and corporate success. Teletalk believes that a strict chain of command, a proper system of rules and regulations, transparency and accountability, and recognition of sincerity are crucial elements for organizational efficiency. Following is a summary of Teletalk's administrative system and its performance:

Table 5: Administrative Performance of Teletalk in FY2023-24

Element of Administration	Maintained Through	Performance
Transparency & Accountability	<ol style="list-style-type: none"> The Citizen's Charter (in compliance with the Cabinet Division's guidelines of 2017) Grievance Redress System (in compliance 	<ol style="list-style-type: none"> Teletalk's Citizen Charter is updated regularly and available on Teletalk's website. Out of the 396 complaints received in FY2023-24, 392 were resolved within



	with the Cabinet Division's guidelines 2015 (revised in 2018)) 3. E-governance and Innovation Workplan	June 30, 2024. The remaining 04 complaint was resolved in July 2024. 3. Teletalk secured 100% marks in terms of complying with E-Governance and Annual Innovation Workplan implementation.
The Rules & Regulations	The Service Regulations (Bye-Laws) of Teletalk Bangladesh Limited- 2011	Post and Telecommunication Division has taken initiative to form a unique service regulation for all of its companies.
Recognition of Sincerity	The National Integrity Strategy Award	Mr. Nurul Mabud Chowdhury, General Manager, System Operations, Ms. Shirin Akther, Company Secretary, Mr. Md. Rahmath Ulla, Senior Manager, Digital Services Mr. Md. Moniruzzaman, Senior Manager, System Operation (CTG), Ms. Mst. Khairun Nahar, Assistant Manager, Sales & Marketing Ms. Shahanaz Akhter, Assistant Manager, Audit were awarded the prestigious "NIS Award" for their performance and integrity.
Employee Benefits & Welfare	1. The Employee Benefit Rules of Teletalk Bangladesh Limited- 2014 2. Teletalk Employees Welfare Fund	1. 8 and 6 claims have been placed for Contributory Provident Fund (CPF) and Gratuity respectively which are under processing. 2. 3 claims have been placed for financial help from EWF which are under processing.
Recruitment & Promotion of Employees	The Revised Recruitment & Promotion Policy- 2016 of Teletalk Bangladesh Limited	8 employees were recruited.

Women Empowerment in Teletalk

It is to be noted that Teletalk is a firm believer in women's empowerment in the workforce and values its female employees dearly. The company has a dedicated committee for managing sexual harassment and workplace safety issues. Following are the ratios of women in various positions of Teletalk:

Table 6: Women's Participation in Teletalk

Women in	Number	Percentage
The Board of Directors	-	-
The Head of the Department	1	7.14%
The Employees	76	15.87%



Skill Development at Teletalk

Regular training programs are in place to develop the technical and professional capabilities of the employees of Teletalk. Several trainings and workshops (in-house and collaborated with other government & private organizations) were arranged in FY2023-24. Following is a summary of the training conducted this year:

Table 7: Training & Skill Development Summary for FY2023-24

S/N	Training Topic	Collaborated with	No. of Recipients
1	Training on Voice over WiFi	In-house	22
2	Training on Cyber Security	In-house	22
3	"Training of Audit Management		
4	System"	In-house	50
5	Training on ERP	In-house	25
6	Training on Citizen Charter	In-house	24
7	"Training on National Integrity		
8	Strategy"	In-house	110
9	Training on Smart Bangladesh	In-house	20

Performance of the Board of Directors of Teletalk

The Secretary of Posts and Telecommunications Division, Ministry of Posts, Telecommunications and Information Technology is the Chairman of Teletalk and is the sole judge of the validity of every vote tendered at any meeting. The Directors of Teletalk are nominated by the Posts and Telecommunications Division and appointed at Board Meetings. The Board of Directors manages the business of the company. The company's Managing Director is nominated by the government and approved and appointed by the Board of Directors. Following is the pattern of shareholding of Teletalk as on June 30, 2024:

Table 8: The Pattern of Shareholding (as on June 30, 2024)

S/N	Name of Shareholder	Status	Shares Held	Percentage
1	Ministry of Posts, Telecommunications & Information Technology	-	1311598889	99.999848%
2	Secretary, Posts and Telecommunications Division	Chairman	200	0.000015%
3	Representative of Posts and Telecommunications Division	Director	200	0.000015%
4	Representative of Ministry of Finance	Director	200	0.000015%
5	Representative of Information and Communication Division	Director	200	0.000015%
6	Representative of Bangladesh Armed Forces	Director	200	0.000015%



7	Representative of Department of Telecommunications	Director	200	0.000015%
8	Representative of Ministry of Law, Justice and Parliamentary Affairs	Director	200	0.000015%
9	Representative of Bangladesh Telecommunications Company Limited	Director	200	0.000015%
10	Representative of Federation of Bangladesh Chambers of Commerce & Industries	Director	200	0.000015%
11	Managing Director, Teletalk Bangladesh Limited	Managing Director	200	0.000015%

In total, 14 Board Meetings were held in FY2023-24 to discuss the different business issues of the company. Following are the dates of these meetings and the number of agendas discussed:

Table 9: No. of Agendas Discussed in FY2023-24

S/N	Board Meeting No.	Meeting Date	No. of Agendas Discussed
1	223	30 July 2023	12
2	224	28 August 2023	08
3	225	05 September 2023	09
4	226	10 October 2023	13
5	227	28 November 2023	13
6	228	11 December 2023	07
7	229	20 December 2023	05
8	230	29 January 2024	12
9	231	14 March 2024	09
10	232	18 April 2024	10
11	233	29 April 2024	07
12	234	26 May 2024	09
13	235	09 June 2024	10
14	236	19 June 2024	04

The Directors provided necessary directives to run the company smoothly and effectively. The Directors regularly followed up on the decisions taken in a previous board meeting. Following are the board meeting attendances for FY2023-24:

Table 10: Board Meeting Attendance (from July 01, 2023 to June 30, 2024)

Name	Representative of	Place in the Board	No. of Meetings Attended	Tenure of the relevant director
Abu Hena Morshed Zaman	Secretary, PTD, MoPT & IT	Chairman	14	Full-year



Zinat Ara	PTD	Director	08	Up to 29 April 2024
Dr. Md. Taibur Rahman	PTD	Director	04	From 29 April 2024
Mohammad Saiful Islam	MoF	Director	11	Full-year
Mohammad Navid Safiullah	ICTD	Director	04	Up to 09 June 2024
Md. Israt Hossain Khan	ICTD	Director	02	From 09 June 2024
Brig. General Tamjidul Haque Chowdhury, ndc, afwc, psc	BAFD	Director	08	Up to 18 April 2024
Brigadier General Md. Abdur Razzak, SUP, ndc, psc	BAFD	Director	05	From 18 April 2024
Md. Rafiqul Islam	DoT	Director	09	Up to 26 May 2024
Md. Shahab Uddin	DoT	Director	01	From 26 May 2024 to 09 June 2024
A. K. M. Habibur Rahman	DoT	Director	02	From 09 June 2024
Md. Mahabubur Rahman	MoLJPA	Director	07	Up to 14 March 2024
Md. Shahinur Islam	MoLJPA	Director	04	From 14 March 2024
Dr. Md. Rafiqul Matin	BTCL	Director	00	Up to 19 June 2024
Md. Anwar Hossain	BTCL	Director	01	From 19 June 2024
Md. Habib Ullah Dawn	FBCCI	Director	05	Full-year
Sujib Ranjan Dash	FBCCI	Director	05	From 14 March 2024
A. K. M. Habibur Rahman	MD, Teletalk	Director	11	Up to 09 June 2024

Apart from the Board Meetings, the Directors also have given Teletalk management the necessary directions in all contemporary issues of the company. Subject to the supervision of the Board of Directors, the Managing Director manages the company's day-to-day business. Following are the Directors of Teletalk at the date of 20th AGM:



Table 11: The Board of Directors of Teletalk at the Date of the Company's 20th AGM

S N	Name & Designation	Position in Teletalk	First Appointment Date
1	Dr. Md. Mushfiqur Rahman, Secretary, PTD, MoPT & IT	Director & Chairman	02 July 2024
2	Md. Israt Hossain Khan, Additional Secretary, ICTD	Director	09 June 2024
3	Muhammad Zeadul Anam, Director General, DoT	Director	28 October 2024
4	Brigadier General Md. Abdur Razzak, SUP, ndc, psc, Commander, 86 Independent Signals Brigade, Dhaka Cantonment	Director	18 April 2024
5	Dr. Md. Taibur Rahman, Joint Secretary (Planning), PTD	Director	29 April 2024
6	Md. Shahinur Islam, Joint Secretary (Drafting), LPAD	Director	14 March 2024
7	Md. Anwar Hossain, MD, BTCL	Director	19 June 2024
8	Nurul Mabud Chowdhury, MD (Addl Charge), Teletalk	Director & Managing Director (Addl. Charge)	02 July 2024

Two Directors (Mohammad Saiful Islam, Former Additional Secretary, Finance Division, Ministry of Finance, and Sujib Ranjan Dash, Former Director, FBCCI) are currently on an approved leave of absence.

Appointment/Reappointment of Directors

According to Article 57 of the Articles of Association of the Company, one-third of the Directors shall retire by rotation in every Ordinary General Meeting. Accordingly, the following three Directors will retire at the 20th Annual General Meeting:

1. Brigadier General Md. Abdur Razzak, SUP, ndc, psc, Commander, 86 Independent Signals Brigade, Dhaka Cantonment
2. Dr. Md. Taibur Rahman, Joint Secretary (Planning), Posts and Telecommunications Division
3. Md. Shahinur Islam, Joint Secretary (Drafting), Legislative and Parliamentary Affairs Division

However, the retiring Directors are eligible to be re-appointed as Directors of the Company.

Statutory Auditors of Teletalk

According to Section 210 of the Companies Act, 1994, the existing auditor of the Company 'Ahsan Manzur & Co. Chartered Accountants' retires at the 20th Annual General Meeting. The same Auditors expressed their willingness to be re-appointed for the financial year 2024-2025.




Credit Rating of Teletalk

Teletalk received ratings from Credit Rating Information & Services Limited (CRISL) in two distinct categories- government-supported and stand-alone entity. Following are the ratings:

Table 12: Credit Rating of Teletalk

	Long Term	Short Term	Validity
As Govt. Supported Entity	AAA (Investment Grade)	ST-1 (Highest Grade)	April 25, 2024 To April 26, 2025
Stand Alone Entity	BBB- (Moderate Safety)	ST-3 (Good Grade)	
Outlook	Stable		

Financial Performance of Teletalk

During the FY 2023-2024 ended on 30th June 2024, the Company has registered gross revenue of TK. 524.54 crore from operating its activities. A brief result is shown here:

Table 13: Financial Performance of Teletalk (FY2023-24 vs FY2022-23) (in BDT)

Particulars	2023-2024	2022-2023	Difference
Network Revenue	4,214,225,732	4,057,139,865	157,085,867
Hardware Revenue	123,000,637	109,478,757	13,521,880
VAS Revenue	908,219,468	853,498,149	54,721,319
Total Revenue	5,245,445,837	5,020,116,771	225,329,066
Direct cost of network revenue	1,190,618,021	1,231,370,087	(40,752,066)
Direct cost of hardware revenue	182,693,248	191,482,868	(8,789,620)
Network O&M expenses	3,285,456,551	3,539,232,290	(253,775,739)
General and administrative expenses	974,089,342	974,225,702	(136,360)
Selling and distribution expenses	226,000,492	234,115,640	(8,115,148)
Total Expenditure	5,858,857,654	6,170,426,587	(311,568,933)
EBITDA	(613,411,817)	(1,150,309,816)	536,897,999
EBITDA % on Total Revenue	(12)	(23)	11
Depreciation and amortization	2,557,049,898	2,614,968,191	(57,918,293)
Operating Profit	(3,170,461,715)	(3,765,278,007)	594,816,292
Interest Expenses (Net)	92,841,564	63,594,021	29,247,543
Net Profit/(Loss) before Tax	(3,077,620,151)	(3,701,683,986)	624,063,835
Income Tax	(1,278,729,978)	(1,732,000,163)	453,270,185
Net Profit/(Loss) after Tax	(1,798,890,173)	(1,969,683,823)	170,793,651




Major items of expenses include Direct Operating Costs, Network Operation and Maintenance Expenses and Depreciation & Amortization on Assets which were Tk. 137.33 crore, Tk. 328.55 crore and Tk. 255.70 crore respectively. Total revenue was Tk. 524.54 crore for FY2023-24 that results the EBITDA (Earnings before Interest, Tax, Depreciation and Amortization) by Tk. (61.34) crore.

The books of accounts show a Net Loss after Tax amounting Tk. 179.89 crore. Net profit would be attained in the next few years if the planned investments (short terms and long terms) can be arranged in due time.

Table 14: Financial Position of Teletalk (Last 5 FYs) (in crore BDT)

Particulars	2023-24	2022-23	2021-22	2020-21	2019-20
Total Revenue	524.54	502.01	498.92	543.73	575.16
Total Expenditure	585.89	617.04	640.18	542.41	529.61
EBITDA	(61.34)	(115.03)	(141.26)	1.32	45.55
Depreciation and amortization	255.70	261.50	259.51	250.53	224.99
Net Profit/(Loss) before Tax	(307.76)	(370.17)	(470.17)	(310.02)	(231.85)
Net Profit/(Loss) after Tax	(179.89)	(196.97)	(244.42)	(175.47)	(141.49)

Contribution to the Exchequer

Teletalk deposited BDT 184.73 Crore to the National Exchequer during FY2023-24. Following is the head-wise contribution summary for the last financial year:

Table 15: Teletalk's Contribution to National Exchequer in FY2022-23 (in BDT)

Particulars	2023-24	2022-23
VAT & SD on SIM	192,216,300	167,340,800
VAT on Traffic Revenue	524,615,741	421,276,778
SD on Traffic Revenue	654,027,933	562,728,255
Surcharge on Traffic Revenue	43,028,808	37,515,217
VAT from VAS Revenue	18,929,395	11,346,057
VAT from Inter-operator Revenue	44,769,040	39,490,259
VAT Deducted at Source (VDS)	156,010,472	168,115,800
Income Tax	369,699,766	407,943,930
Total	2,003,297,455	1,815,757,096

Payment to BTRC for Social Obligatory Fund sharing was Tk. 2,16,12,892/- in the FY2023-24.

Fairness of the Financial Statements

It is the responsibility of the Directors, as per the provisions of the Companies Act 1994, to prepare financial statements for each year. The financial statements and other information included in this report fairly present all material aspects, the financial condition, results of operations, cash flows, and the company's equity changes for the year under review. The



Company has used appropriate accounting policies to prepare these financial statements, supported by reasonable and prudent judgment and assumptions as necessary. International Accounting Standards (IASs) and International Financial Reporting Standards (IFRSs) have been followed in preparing these financial statements in compliance with the relevant accounting principles.

Directors' Responsibility for the Preparation of Financial Statements

The Directors, at this moment, confirm that, to the best of our knowledge:

- The financial statements prepared following the relevant financial reporting framework give a true and fair view of the assets, liabilities, financial position, and profit and loss of the company;
- Adequate internal control system is in place to ensure the integrity of financial reports;
- Adequate disclosure has been provided for the users of financial statements to understand the impact of financial information, other events, and conditions on the entity's financial position and financial performance;
- Reasonable efforts have been made to safeguard company assets and detect and prevent fraud or other irregularities.

Internal Audit Activities in FY2023-24

No internal audit report has been produced within FY2023-24. However, as part of Teletalk's ongoing workflow automation, Teletalk Audit Management System (<http://amms.teletalk.com.bd/audit/>) has been established and made operational.

Settlement of Audit Objections in FY 2023-24

Teletalk's Internal Audit department looks after the Comptroller and Auditor General related audit activities. Following is the summary of audit objection settlement status for FY2023-24:

S/N	Audit Directors	Audit Objections as on 01 July 2023		Objections Added in FY2023-24		Objections Resolved in FY2023-24		Audit Objections as on 30 June 2024	
		Qty	Amount in Crore BDT	Qty	Amount in Crore BDT	Qty	Amount in Crore BDT	Qty	Amount in Crore BDT
1	Posts, Telecommunication, Science, Information and Technology Audit Directorate	77	8231.05	51	4469.35	22	561.69	106	12138.71



2	Foreign Added Projects Audit Directorate	0	0	0	0	0	0	0	0
	Total	77	8231.05	51	4469.35	22	561.69	106	12138.71

Note that, 11 draft performance audit objections are not included in the above statement. The amount involved in these 11 draft objections is 0 (zero).

Evaluation of the Directors' Comprehensive Recommendations for Teletalk for FY 2022-23

Areas	Recommendations	Actions Taken
1. Network	1.1 Improving the quality of service (QoS) of the existing network infrastructure.	<ul style="list-style-type: none"> • 1030 and 120 sets of batteries are being replaced under the scope of the ongoing network expansion projects and System Operations department, respectively. • All 420 sites of the Coastal and Hill Tracts Project will have solar power facilities. • Bandwidth of 434 sites has been increased. • 560 cells have been made operational by resolving scarcity in spare parts. • 723 sites have been upgraded to 4G. • Network has been established inside Bangladesh National Parliament, BTRC Building, Baitul Mukarram National Mosque, and 3rd Terminal of Dhaka Airport in collaboration with other operators.
	1.2 Identifying the specific areas of weakness of existing network and taking appropriate remedial steps.	<ul style="list-style-type: none"> • Battery has been identified as a major weakness point, and provisions have been made to procure 1132 sets under the ongoing projects. • 1050 sets of rectifiers are being replaced. • 235 network-related GRS complaints have been resolved. • 8807 km of drive test has been completed, and traffic in congested microwave links has been redistributed accordingly.




	1.3	Ensuring the timely implementation of the ongoing network expansion projects.	<p>The progress of the two ongoing projects is as follows-</p> <ul style="list-style-type: none"> • 5G Readiness Project (GOB Funded): 43% financial and 56% physical • CHT Project (SOF Funded): 15.96% financial and 40.2% physical
	1.4	Updating network coverage map regularly on the website.	Network coverage map is updated every month on Teletalk's website.
2. Strategic Planning	2.1	Preparing Development Project Proformas/Proposals (DPPs) that align with the National Telecommunications Policy-2018 and other relevant national policies.	In total, 4 DPPs have been prepared that align with the National Telecommunications Policy, 2018 and other relevant national policies, rules and regulations.
	2.2	Taking initiatives to update the existing policy support gazettes and initiating new policy support through PTD.	Up to 10% of the exam fees can be allocated to Teletalk as commission as per MoF Gazette no. 07.00.0000.172.37.003.14-235(1), dated 17 August 2023.
	2.3	Exploring the status of Teletalk as a state-owned enterprise to ensure the best use of its limited resources.	Teletalk is operating ongoing projects with existing employees, which ensures the best use of limited human resources.
	2.4	Formulating a sustainable corporate strategy for the state-owned MNO with the assistance of an independent and competent institution/firm to maximize the utilization of existing resources.	Initiatives are being taken by Corporate Strategy department.
3. Information Technology	3.1	Regularly updating the IT platforms to ensure data security and efficiency of services.	IT & Billing department regularly updates firewall, router, switches to ensure data security and efficiency of services.
	3.2	Regularly assessing the risks and evaluating the controls of IT platforms to prevent any unwanted incidents.	IT & Billing department regularly updates firewall, router, switches to ensure data security and efficiency of services.




	3.3	Regularly updating the official website.	According to responsibility matrix, websites are regularly updated by IT & Billing department.
	3.4	Regularly developing cost-effective in-house software platforms instead of procuring.	A few in-house developments have been completed by IT & Billing department. Still, some of the requirements are very specialized in nature and external vendor support is necessary for those.
4. Value-Added Services	4.1	Implementing DFS platform to increase visibility.	Provision for procuring the DFS platform has been included in the scope of 5G Readiness Project.
	4.2	Taking initiatives to integrate Alljobs platform with Bangladesh National Portal (bangladesh.gov.bd).	The development of Alljobs platform is at its final stage. Once the development is complete, Digital Services department will take necessary steps to integrate it with Bangladesh National Portal.
	4.3	Increasing presence in the government's Smart Bangladesh initiative.	Digital Services department is currently providing services like publishing public exam results, archiving, admission, recruitment etc. More steps to increase presence in Smart Bangladesh initiative shall be taken.
	4.4	Exploring newer areas of value addition through innovative services.	Digital Services department is continuously trying to explore new innovative services and is working to develop some new services of IoT, M2M etc. to cope with the future technological advancement.
5. Sales and Customer Relations	5.1	Increasing customer acquisition through appropriate steps.	Steps have been taken by Sales & Marketing department to measure customer acquisition of 11.74 lac (approx..) through sales campaigns, fairs, advertisement and promotional activities, maintaining demand-supply mechanism, and decentralization and rescheduling of distribution areas.
	5.2	Exploring the viability of a revenue sharing model.	The distribution channel is being revamped by Sales and Marketing department.




	5.3	Taking regular initiatives to improve quality of service of customer care centers.	Complain boxes have been established in Customer Care Centers, and every care is under the monitoring of CC cameras by the Sales & Marketing department.
	5.4	Shifting customer cares to nearby government premises gradually, if it increases service quality while reducing rental costs.	Initiatives have been taken by Sales & Marketing department to sign a Memorandum of Understanding with Directorate of Posts with the help of Posts and Telecommunications Division.
6. Marketing	6.1	Promoting Teletalk as the only state-owned mobile network operator in marketing campaigns.	Teletalk is promoting its “A State-owned Mobile Network Operator” identity in marketing campaigns to make people interested in using Teletalk.
	6.2	Conducting regular market research to analyze the competitors' tariffs, packages and other offerings.	A Data Analytics Team has been formed to analyze the big data generated by Teletalk and recommend management about the possible tactics.
	6.3	Promoting Teletalk's unique VAS and digital services regularly in cost-effective digital media.	“Alljobs by Teletalk” facebook page updates citizens about the ongoing and upcoming government job circulars. The page has 106k followers as on 06 October 2024.
	6.4	Launching cost-efficient target marketing and taking necessary steps to reduce the churn rate.	2GB for 2 days at BDT 13 weekend data package has been introduced for targeted customers. Also, rate cutter offer has been introduced to reduce the churn rate.
7. Administrative	7.1	Following the recommendations of the Standing Committee on Public Accounts of Bangladesh Parliament, the Comptroller and Auditor General of Bangladesh, and the Audit Directorates.	Audit department is ensuring that the recommendations of the Standing Committee on Public Accounts of Bangladesh Parliament, the Comptroller and Auditor General of Bangladesh, and the Audit Directorates are followed.
	7.2	Ensuring timely implementation of Annual Performance Agreement.	Corporate Strategy department is ensuring that Annual Performance Agreement is being implemented timely.
	7.3	Automating the workflow of Teletalk and providing	Admin department has formed a committee to provide

		appropriate training to the workforce regularly.	recommendations for automating the workflow of Teletalk. Based on the committee report, workflow automation is ongoing. Also, 16 in-house trainings have been conducted where the total number of participants was 441.
	7.4	Restructuring the organogram to cater the changing scenario of mobile telephony sector.	As per the resolution of 228 th Board Meeting, the Digital Services department was formed as part of restructuring organogram to cater the changing scenario of mobile telephony sector.
8. Financial	8.1	Automating the asset tracking procedure to ensure the safeguarding of assets.	Teletalk currently maintains and updates its fixed asset register manually. The process will be automated gradually.
	8.2	Updating the financial charter of the company regularly.	Teletalk regularly follows the financial charter updating procedure.
	8.3	Ensuring the justification of the annual budget, placing it before the Board within July 30, and placing a utilization statement before the board in every quarter of the financial years.	The annual budget for FY2024-25 was placed and approved by the Board of Directors on July 30, 2024.
	8.4	Ensuring that the company's accounts are maintained, and financial statements are prepared following all relevant rules and regulations.	Teletalk's financial statements are prepared following all relevant laws and the Board of Directors' recommendations.

The Directors' Comprehensive Recommendations for Teletalk for FY 2024-25

The board understands that Teletalk must ensure rapid growth to fulfill the government's commitment to enhancing the competitiveness of state-owned enterprises. However, the global economy has faced several shocks, the impact of which is felt at the national level as the fluctuating exchange rates are adversely impacting global trade and balance of payments, resulting in high import costs. Also, fuel prices have rapidly increased, and the chain effect is felt through higher transportation costs and expenses for essential items. To tackle the global economic volatility, the Government has taken initiatives for cost optimization and increasing




efficiency in all state entities. Aligning with that, the directors are recommending the following for FY2024-25:

Table 16: The Directors' Comprehensive Recommendations for FY2024-25

Areas	Recommendations	
1. Network	1.1	Improving the quality of service (QoS) of the existing network infrastructure.
	1.2	Taking appropriate steps to minimize existing network's weaknesses.
	1.3	Ensuring the timely implementation of ongoing network expansion projects.
2. Strategic Planning	2.1	Preparing Development Project Proformas/Proposals (DPPs) that align with the National Telecommunications Policy- 2018 and other relevant national policies.
	2.2	Preparing and implementing Intra 4G Mobile Network (Red Mobile) plan and policy.
	2.3	Preparing and implementing a service SIM policy.
3. Information Technology	3.1	Preparing and implementing an IT security policy.
	3.2	Periodically assessing IT risks.
	3.3	Regularly updating the official websites.
4. Digital Services	4.1	Increasing annual VAS revenue.
	4.2	Developing VAS-related digital content.
	4.3	Preparing and implementing a Digital Service policy.
5. Sales and Marketing	5.1	Promoting Teletalk as the only state-owned MNO in sales and marketing campaigns.
	5.2	Exploring service delivery through Post Offices with the help of PTD.
	5.3	Preparing standard format for sales contracts.
6. Administrative	6.1	Taking appropriate steps to reduce the number of audit objections by 10%.
	6.2	Regularly providing appropriate training to the workforce.
	6.3	Taking initiatives to fill up vacancies.
7. Financial	7.1	Implementing software-based asset tracing procedure.
	7.2	Preparing and implementing an internal audit charter.
	7.3	The annual budget must be placed before the Board before June 30 of every financial year.

On behalf of the Board of Directors, Managing Director of Teletalk shall take necessary actions to implement these recommendations.

Acknowledgement

We, the Directors, would like to take this opportunity to show respect to all of the valued citizens of Bangladesh. You have chosen the country's only state-owned mobile network



operator as your preferred option, and we express our gratitude for that. We firmly believe that Teletalk will strive towards achieving the top position among the mobile network operators of Bangladesh with the blessing and continued loyal support of the citizens who have carried the slogan ‘আমাদের ফোন (Our Phone)’ in their hearts.

We would like to recognize that the employees are Teletalk's most valuable resources. This is the only MNO in the country with a 100% native human resource base. We respect their commitment, determination, and dedication to Teletalk and the country. Teletalk will secure a prestigious position in the industry and among government entities with their contribution

We express special gratitude to the Executive Committee of the National Economic Council (ECNEC) and the Social Obligation Fund Management Committee for their trust in Teletalk and PTD, MoPT & IT for implementing the development projects. With your support, Teletalk will continue contributing to Bangladesh's socioeconomic welfare.

We profoundly acknowledge the cooperation and assistance that Teletalk and PTD, MoPT & IT had received from the Public Accounts Committee, the Office of the Comptroller and Auditor General of Bangladesh (C&AG), Posts, Telecommunication, Science and Information Technology Audit Directorate (PTSTAD), and the Foreign Aided Projects Audit Directorate (FAPAD).

We thank all our valued stakeholders, trading partners, utility providers, financiers, and others for their trust and confidence in Teletalk and PTD. We are grateful to Bangladesh Public Service Commission (BPSC), the Ministry of Public Administration (MoPA), the Ministry of Education (MoE), Bangladesh Rural Electrification Board (BREB), and all other government entities who have been using our services for years. We hope this interconnected cooperation among government entities will ensure sustainable growth in Digital Bangladesh. We also thank Bangladesh Telecommunication Regulatory Commission (BTRC), the Registrar of Joint Stock Companies and Firms (RJSC), Bangladesh Telecommunications Company Limited (BTCL), and Bangladesh Submarine Cable Company Limited (BSCCL) for their support.

For and on behalf of the Board of Directors of Teletalk Bangladesh Limited,



(Nurul Mabud Chowdhury)
Managing Director (Additional Charge)
Teletalk Bangladesh Limited
& Director, Board of Directors
Teletalk Bangladesh Limited



(Dr. Md. Taibur Rahman)
Joint Secretary (Planning)
Posts and Telecommunications Division
& Director, Board of Directors
Teletalk Bangladesh Limited