**1.1 Introduction**

BTCL **(Bangladesh Telecommunications Company Limited)**, formerly known as BTTB, started its journey on July 1, 2008.

The Telegraph Branch of the Post and the telegraph division was established in 1853 in British India and was subsequently administered by the Telegraph Act-1885. The Telegraph branch was rebuilt in 1962 in East Pakistan.

1971, after Bangladesh's independence, The Department of Telegraph and Telephone of Bangladesh was established under the Ministry of Post and Telecommunication. This company was transformed into a main company called 'Telegraph and Telephone Board' by the promulgation of the Telegraph and Telephone Ordinance 1975. In the application of the order of 1979, Telegraph and Telephone Board was converted to Bangladesh Telegraph and Telephone Board (BTTB), as the Government Department. From July 1, 2008, according to Telecommunications Policy, 1998, BTTB was converted into a limited company - Bangladesh

Telecommunication Company Limited on other orders.

The Bangladesh government initially owns all shares of BTCL, but it will sell the shares to the public on next year. The value of BTCL is estimated to be 15,000 crore Tk. BTCL has a total of 12,636 officers and employees.

**1.2 Services Provided by BTCL**

According to BTRC, there are total 28 licenses for telecom services among which BTCL acquired 11. BTCL provides two types of customer services,

* Telephone Service
* Internet Service

**1.2.1 Telephone Service**

* **Local call**: (Same or multi-exchange) (call rate: 10 paisa/minute)
* **NWD: Nation Wide Dialing**, (call rate: 10 paisa/minute)
* **ISD: International Subscribers’ Dialing** (From an ISD phone, dial 00, then country code and number)
* **ISDN: Integrated Services Digital Network**. BTCL provides Value Added Services (VAS) like Call barring, Abbreviated dialing, Call Conference, telephony, get up call (Alarm), Subscriber  
  absence message facilities, Call establish facilities to busy subscriber, Hotline facilities, Call  
  Forwarding, Temporary disconnection for the asking, DND message etc.

**1.2.2 Internet Service**

* **Bcube:** It uses ADSL 2+ technology. ADSL 2+ Modem with single/ multiple LAN  
  ports and/or wifi router is available in market and can also be purchased from outsourcing partners.Price may vary from Tk. 2000 to 8000.
* **Band Connection/Leased Line connection:** BTCL operates copper, optical fiber, and microwave networks throughout the country. In the year 2000, BTCL also offered Digital Data Network (DDN) service to provide point-to-point domestic data connection and International Private Leased Circuit (IPLC) termination within Bangladesh. DDN nodes provide data circuits ranging from 64Kbps to 2Mbps. The subscriber is linked through telephone cable (copper local loop DSL). The optical and microwave networks serve as the exchange's transmission backbone. DDN service is provided in 41 district headquarters through 71 nodes. More than 1000 high-speed point-to-point leased line internet and business connectivity connections are now available, with 60% of them in operation.
* **Click2Net:** Available around the country. There is no need to apply, only a dial-up modem is required. The charge is Tk.0.15/min (multimetering) and is included in the monthly phone bill. There is no registration, no connection fee, and no E-mail account required. 0101234,

User ID: btcl, Password: btcl.

* **GPON:** The Bangladesh Telecommunication Company Limited (BTCL) has launched prepaid services for telephone and a **high-speed Gigabit Passive Optical Network** (GPON) connection which is becoming famous among the consumers these days.

**1.2.3 Miscellaneous Services**

* **Web Service**

1. .bd registration

2. Web hosting

3. DNS parking

* **Gateway Service**  
   1. International Gateway (IGW)  
   2. Interconnection eXchange (ICX)  
   3. International Internet Gateway (IIG)

**1.3 Problem Identification**

**1.3.1 Managerial problems:**

* Lack of proper human resource personnel
* Existing HR department not capable to complete tasks properly
* Existing HR personnel cannot compete with other companies

**1.3.2 User’s Problem:**

User satisfaction should be the one of the prime goals of an organization. But BTCL can ot fulfill the user needs properly which is a great bummer to their advance. The basic problems gathered from the users are as follows,

**1.3.2 (a)**

**Telephone based issues:**

* Cable-based landline system is redundant and troublesome
* Surrendering a landline came as a problem for the BTCL customer, who was unsure of getting her deposit back.
* High rate of call drops
* Total dependency on physical wire system
* Distortion of underground copper cable

**1.3.2 (b)**

**Internet based issues:**

* Power failure of ADSL and LLI machines
* Too much fluctuation in ADSL speed and latency
* Not enough support stuffs are available when asked
* Overall internet connection quality is not assured

**1.4 Conclusion:**

In this chapter a general overview was given about the BTCL system, its services and services related problems. From the chapter we get a clear idea of how the system works and what major and minor issues are present which are needed to be looked upon. There is no system which is out of problems so there might be some of them which are being recorded in this chapter. Although all the problems couldn’t be identified, the major problems were sorted out thoroughly.