

Regulatory Procedure

Procedure to Obtain a Telephone Connection



Small and Medium Enterprises Development Authority

Ministry of Industries & Production

Government of Pakistan

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TABLE OF CONTENTS

1. Introduction to SMEDA	02
2. Role of Legal Services Cell	02
3. Procedure for telephone connection	04
4. Tariff	06
5. Value Added Services	07
6. UAN Services	08
7. Fax Line	09
8. Complaints	09
9. Annexures (Sample Forms)	11

Introduction of SMEDA

The Small and Medium Enterprises Development Authority (SMEDA) was established with the objective to provide fresh impetus to the economy through the launch of an aggressive SME development strategy.

Since its inception in October 1998, SMEDA has adopted a sectoral SME development approach. A few priority sectors were selected on the criterion of SME presence. In depth research was conducted and comprehensive development plans were formulated after identification of impediments and retardants. The all-encompassing sectoral development strategy involved overhauling of the regulatory environment by taking into consideration other important aspects including finance, marketing, technology and human resource development.

SMEDA has so far successfully formulated strategies for sectors, including fruits and vegetables, marble and granite, gems and jewellery, marine fisheries, leather and footwear, textiles, surgical instruments, transport and dairy. Whereas the task of SME development at a broader scale still requires more coverage and enhanced reach in terms of SMEDA's areas of operation.

Along with the sectoral focus a broad spectrum of services are now being offered to the SMEs by SMEDA, which are driven by factors like enhanced interaction amongst the stakeholders, need based sectoral research, over the counter support systems, exclusive business development facilities, training and development for SMEs and information dissemination through a wide range of publications.

ROLE OF LEGAL SERVICES CELL

The Legal Services Cell [LSC] is a part of Business and Sector Development Division of SMEDA and plays a key role in providing an overall facilitation and support to SMEs.

LSC believes that information dissemination among the SMEs on the existing regulatory environment is of paramount importance and it can play a pivotal role in their sustainable development.

In order to facilitate SMEs, the LSC has developed user-friendly systems, which provide them detail description of the laws and regulations including the processes and steps required for compliance. The purpose of this document is to provide SMEs with information pertaining to Obtaining a Telephone Connection in Pakistan; SMEs interested in enhancing their understanding about the procedures can also use the document. For convenience of the readers a process flow chart and sample of various forms are also included.

How to get Telephone Connection

The Procedure for obtaining telephone a connection from Pakistan Telecommunication Company Limited (PTCL) is consistent for all different types of consumers.

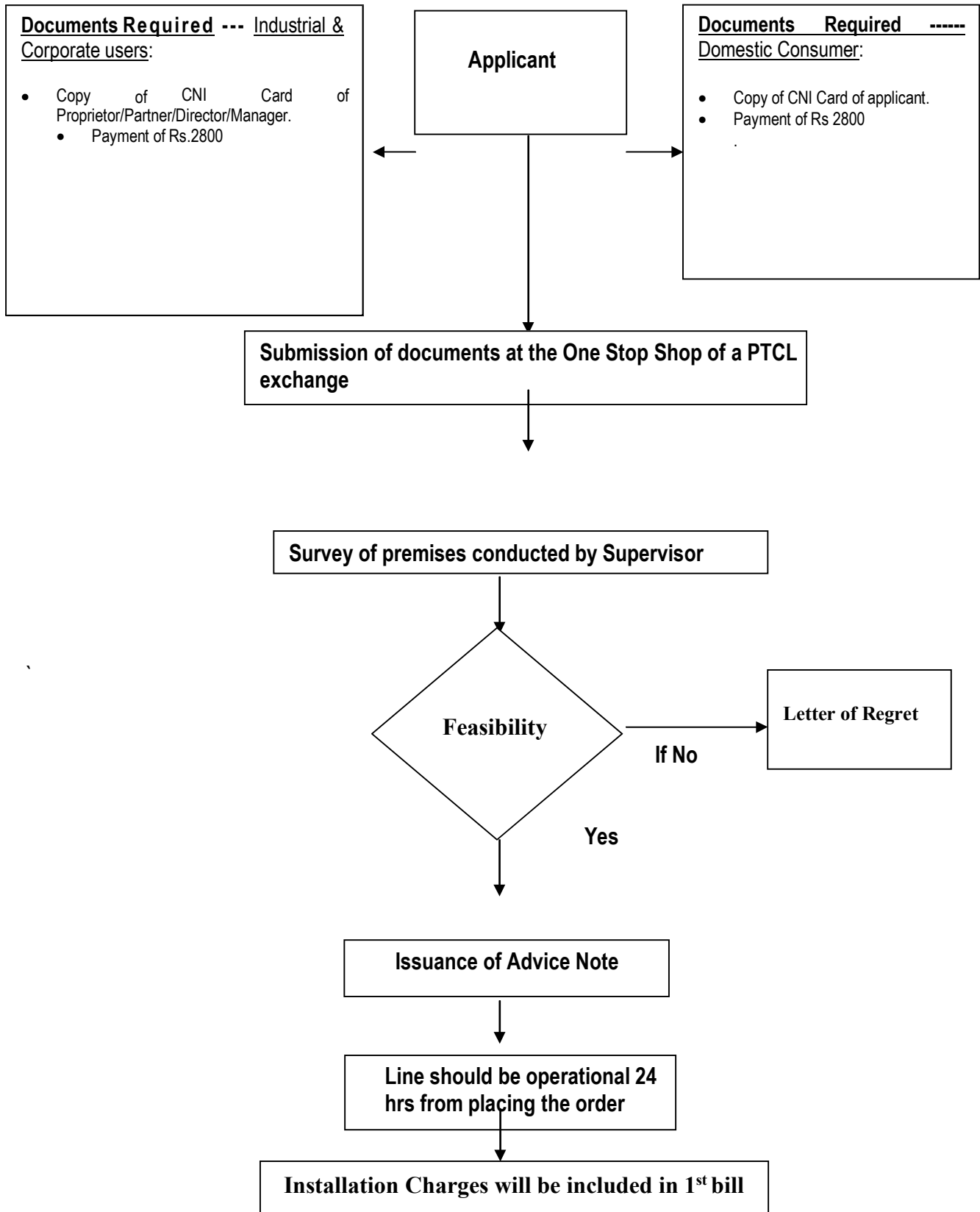
The simple procedure requires the applicant to visit the One Stop Shop at any PTCL Exchange Office. The only document required to be submitted is the applicant's Computerized National Identity Card. (CNIC) along with a payment of Rs.2800.

A survey is conducted by the concerned supervisor with the help of sectional Telecomm; Technician and lineman. After conducting the survey if they find it feasible then an advice note is issued for installation of telephone. A lineman is sent out to the applicant's premises, where the phone line is installed (If telephone set is desired in the application then a phone-set is also given).

Installation takes place within 24 hours of placing the order provided the above processes go through smoothly and without interruptions.

The figure on the following page illustrates the step wise procedure for obtaining PTCL land line connection:

How to get a Telephone Connection



Tariff Structure

According to PTCL, The tariff structure of PTCL is the same for all kinds of consumers regardless of whether it is being used at commercial level or in households. Federal Excise Duty shall be applicable at the rate of 19.5% and up to 10% of Income Tax/ Withholding Tax will be applicable. The following table provides the recent tariff structure of PTCL excluding CED / GST.

Packages	Tariff (Rs./Month)	Additional Information
Freedom 500	500	Free Unlimited PTCL –PTCL Calls, 200 free minutes to other mobile operators, Free Vas Bundle, No line rent
Freedom 1000	1000	Free Unlimited PTCL –PTCL Calls, 700 free minutes to other mobile operators, 200 International free minutes to Zone 1 destinations, Free Vas Bundle, No line rent
Freedom 3000	3000	Free Unlimited PTCL –PTCL Calls, 2000 free minutes to other mobile operators, 200 International free minutes to Zone 1 destinations Free Vas Bundle, No line rent
Freedom 5000	5000	Free Unlimited PTCL –PTCL Calls, 4000 free minutes to other mobile operators, 400 International free minutes to Zone 1 destinations Free Vas Bundle, No line rent

Freedom 8000	8000	Free Unlimited PTCL –PTCL Calls, 8000 free minutes to other mobile operators, 800 International free minutes to Zone 1 destinations Free Vas Bundle, No line rent
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Value Added Services

PTCL also offers certain value added services for the benefits of its consumers; they are:

1. Toll Free Service (0800)

The toll free service is a facility designed for those businesses that want to encourage their customers to call them. By calling on a toll free number, no call charges are payable by the caller.

To avail the toll free service facility, businesses are required to submit their NTN certificates in addition to the CNIC requirement.

Further information about this service may also be taken by calling at the PTCL Helpline # 1218.

Installation Charges for Toll Free Service:

PTCL has prescribed the same installation charges for the Toll Free Service i.e. Rs. 2800.

A business can avail all the features of the toll free service together or separately.

In case of termination of a connection, reconnection is free of cost.

2. Telephone Relocation

For this service, PTCL charges Rs.500/- (excluding sales tax) for shifting of telephone connection within multi- exchange area irrespective of whether the telephone connection is shifted within same exchange or to another exchange area within same multi-exchange area.

3. Change of Name of Customer

Change of name of the customer is allowed free of cost on production of certain documents that the PTCL may require.

4. Caller Line Identification (CLI)

The CLI facility can be availed free of cost at the time of allocation.

5. Various other value added services may be availed by the consumer on request. These are as follows:

- i) Hot Line
- ii) Abbreviated Dialing.
- iii) Call Transfer on busy Line.
- iv) Call Transfer on no reply
- v) Call waiting.
- vi) Do not disturb.
- vii) Absent Subscriber,
- viii) Hunting Facility.

The total bundle of value-added services is available at the cost of Rs. 55 per month.

Universal Access Number (UAN)

The universal access number is a facility that allows the businesses to operate on one telephone number for various offices in different cities. It is the most convenient, as customers only require to remember one number to reach you in different cities.

There are many advantages of availing UAN facility as it operates on existing telephone connection without disturbing normal phone number. UAN never changes even if location of office or normal telephone number is changed. UAN works both in multi-line PABX and multi phone connections and can be accessed from other cities by dialing the area code first. Example: (021) 111-20 20 20.

HOW TO APPLY FOR UAN SERVICES

The UAN number facility is issued by the PTA (Pakistan Telecommunication Authority) and the process is carried out with the assistance of a PTCL official. The applicant is required to visit the PTCL corporate office in their respective cities and fill up the UAN application form in triplicate available and present the following documents:

- NTN of the business
- CNIC of Applicant
- Name, email and contact number of the contact person for the business.

Following the above mentioned online registration on the PTA website, the registration lines are required to be mapped, for which the following additional documents and payment need to be given in:

- Copy of last paid phone bill.
- Pay Order worth Rs. 6000 in favor of PTA

Once the aforementioned steps are completed, the PTA Service Order Form (SOF) for the UAN service is required to be filled after which the PTA evaluates and processes the application and issues an allocation letter to PTCL to activate the applicant's UAN services.

Before activation, PTCL requires the applicant to fill up the PTCL Service Order Form (SOF) and submit a Pay order for RS. 80,000 in favor of PTCL after which the UAN number is activated. (Please refer to annexures for forms)

The process is completed in a time period of 20-25 days.

In case of subsequent directory number change or UAN change, the UAN reinstallation fee will be half of the above amount.

The UAN service is available throughout the country. For subscribing for the UAN service you may, call or fax for further information and queries on the PTCL helplines numbers for UAN services. # 1260 or # 111202020

Fax Line

For the connection of a fax line, the procedure is same as getting the telephone connection.

Complaints

Consumers looking for satisfactory answers to their queries and complaints may contact the PTCL officers, depending upon the nature of their complaint, on the following number/help lines

Type of Complaint / Information	Telephone No
Faults in PSTN	1218
System Fault Help Line	1218
Data Circuits, DXX Leased Line, ISDN BRI, ISDN PRI	1218
Corporate Customer Centre Islamabad	1260
Corporate Customer Centre Lahore	1260
Corporate Customer Centre Karachi	1260
Toll Free, VPN, PRS	1218
Billing Information	1218
CLI Activation	1218
VMS Activation	1218

ANNEXURE I

SAMPLE FORMS

- 1. Application form for UAN Service (PTCL)**
- 2. Application form for UAN Service (PTA)**

Service Order Form



FORM NO.: PTCL/PSG/01 (LTQ ID)

DATE:

CUSTOMER INFORMATION	
Name of Customer	
NTN	
Industry/Segment	
Installation Address	GIS Coordinates: 1+ (annexure)
Billing Address	
Contact Name & Number ☎ (For Billing)	
Contact Name & Number ☎ (For Deployment)	
Email Address	
PTCL INFORMATION	
Account Manager	
Address	
Contact Number ☎	
Email	
SERVICE INFORMATION	
Voice	PRI <input type="checkbox"/> SIP <input type="checkbox"/> UAN <input type="checkbox"/> Toll Free <input type="checkbox"/> Audio Con <input type="checkbox"/> PABX <input type="checkbox"/>
Connectivity	MPLS <input type="checkbox"/> DPLC <input type="checkbox"/> IPLC <input type="checkbox"/> GMPLS <input type="checkbox"/> PIB <input type="checkbox"/> EDSL/BIB <input type="checkbox"/> BVPN <input type="checkbox"/> EVO/char <input type="checkbox"/>
ICT	Data Center <input type="checkbox"/> Cloud <input type="checkbox"/> Colocation <input type="checkbox"/>
Managed Services	Managed WAN <input type="checkbox"/> Managed Surveillance <input type="checkbox"/> Managed WIFI <input type="checkbox"/> NMS <input type="checkbox"/>
Media	Fiber <input type="checkbox"/> GPON <input type="checkbox"/> VSAT <input type="checkbox"/> DRS <input type="checkbox"/> Copper <input type="checkbox"/> TDDLTE <input type="checkbox"/> Wireless/Radio <input type="checkbox"/> 3 rd party Copper/Fiber missing
Interface	E1 <input type="checkbox"/> FE <input type="checkbox"/> GE <input type="checkbox"/> STM-1 <input type="checkbox"/> STM-4 <input type="checkbox"/> STM-16 <input type="checkbox"/>
Data Rate	Manual input (for single link) Layer:
Others	

Signature - Customer

Signature -
PTCL Account Manager

Service Order Form



Scope of Work

New connection ☐ Shifting ☐ Modification ☐ Closure ☐

Voice:

Reference info for cases other than New Connection

PSTN No. _____
 No. of PRI: _____
 SIP Channels: _____
 PRI Type: _____
 UAN: _____
 Toll Free Number: _____
 Billing No.: _____
 Master No.: _____ (For UAN/TFN)
 Hunting Lines _____ (For UAN/TFN)
 Backend Operator _____ (For UAN/TFN)
 Nos of Stations _____ (For UAN)
 City Wise ☐ Zone Wise ☐ Country Wide ☐ (for TFN)
 Single/Multiple Answering Point _____ (For TFN)
 Origin dependent Routing _____ (For TFN)
 Date/Time Dependent Routing _____ (For TFN)
 Call Limiter _____ (For TFN)
 No. of DiDs: _____
 No. Of DoDs: _____
 Backend No.: _____
 International Dialing required: _____ Annexure-SIP for SIP

Service Details & Financials

Item	Service	No. of sites	OTC	MRC	Sales Tax	Total MRC
UAN-TFN	UAN	01				
Total PKR						

Signature - Customer

Signature -
PTCL Account Manager

Service Order Form



TERMS AND CONDITIONS

Sample: To be filled according to the proposal

1. Customer will not disclose the financials.
2. Mode of payment either by pay order or cheque in favor of "PTCL"
3. Standard force majeure clauses apply to terms and conditions.
4. All the equipment will be transferred to the ownership of _____ on immediate basis after delivery
5. The given commercials are applicable to whole project as mentioned in the Scope, if sites are changed / reduced, the commercials will be revised accordingly
6. Lead-time for delivery & deployment: _____ weeks after Order Form & payment
7. Equipment charges to be paid _____% in advance
8. Performance Milestones:
 1. Delivery of Equipment: _____%
 2. Deployment of the equipment: _____%

Services

1. Any change in tax rate or addition of new taxes, by concerned authorities, would be applicable on pricing as per actual.
2. Customer will not disclose the financials.
3. Minimum commitment period will be at least three (3) years.
4. PTCL reserves the right to withdraw the pricing at any time before the placement of confirmed order.
5. Prices will remain locked for the quoted bandwidth.
6. Mode of payment either by pay order or cheque in favor of "PTCL"
7. Standard force majeure clauses apply to terms and conditions.
8. Omissions and errors are regretted. PTCL reserves the right to modify it later
9. The given commercials are applicable to whole project as mentioned in the Scope, if sites are changed / reduced, the commercials will be revised accordingly
10. Customer will arrange the space & power for the service
11. Lead-time for deployment: _____ weeks
12. PTCL can withdraw the services in case of any illegal usage
13. Billing mode: Monthly on pro rata basis
14. Billing will be started based on link delivery on individual basis & from the date of deployment as mentioned above

Declaration:

I/we hereby declare that I/we have been authorized to sign this application on behalf of the applicant company. The company shall use service (s) as authorized by PTCL. The information provided in this document is correct to the best of my knowledge and I/we understand that if the particulars given are found incorrect, the applicant company shall be declared ineligible for any PTCL service and PTCL reserve the right to withdraw all or any service(s) at its own discretion, any time without giving any prior notice.

Signature - Customer

**Signature -
PTCL Account Manager**

**PAKISTAN TELECOMMUNICATION AUTHORITY**

Headquarters, F-5/1, Islamabad – 44000

<http://www.pta.gov.pk>**Registration Form for the Universal Access Number (UAN)****Licensee Profile:—**

- i. Licensee Name:- _____
- ii. Licenses Number:- _____
- iii. Licenses Type(FLL/WLL):- _____
- iv. NTN Number:- _____
- v. Name of Focal Person:- _____
- vi. Focal Person email:- _____
- vii. Postal Address of Licensee:- _____
- viii. UAN Choice Numbers:- i. _____ ii. _____ iii. _____

Company Profile:—

- i. Company Name:- _____
- ii. NTN Number:- _____
- iii. CNIC of Contact Person:- _____
- iv. Name of Contact Person/Designation/email/Telephone Numbers/Fax etc _____
- v. Postal Address of Company:- _____
- vi. Location/Cities where UAN requested:—

- i. _____
- ii. _____
- iii. _____
- iv. _____
- v. _____