



GOVERNMENT OF PAKISTAN
PAKISTAN TELECOMMUNICATION AUTHORITY
HEADQUARTERS F-5/1, ISLAMABAD
<http://www.pta.gov.pk>

License No. <_____>

Dated: <_____>

LICENCE TO ESTABLISH, MAINTAIN AND OPERATE TYPE <_, Voice or Data> CLASS VALUE ADDED SERVICES

In exercise of the powers conferred by section 5 of Pakistan Telecommunication (Reorganization) Act, 1996 (hereinafter called the Act), the Pakistan Telecommunication Authority (hereinafter called Authority), hereby, grants non-exclusive license to M/S <__name____> <_____Address_____> (hereinafter called the Licensee) to establish, maintain and operate Class Value Added Services, as mentioned above , on terms and conditions contained in Annexure - I and II, the PTA/ FAB provisions of existing enactments, including rules and regulations made thereunder and Amendments/modifications made thereto together with new enactment as may be considered expedient and necessary from time to time.

This License shall come into force on the date of issuance and shall be valid for the period of fifteen years duration subject to payment of such fee(s) as the Authority may specify from time to time.

This license may be renewed for another term(s) beyond fifteen years on three months prior written request of the licensee before expiry of the existing term of the license subject to the terms and conditions applicable at that time.

<__Applicants name____>
<__Applicants title____>
<__Applicants address____>

(For and on behalf of the Authority)
<__Name of the Director____>
Director <Wireline>
P.T.A. Headquarters, Islamabad



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Annexure I

1. Interconnection Framework

- 1.1 Interconnection between the Telecommunication System of the Licensee and the Telecommunication Systems of other Operators shall be governed by the Pakistan Telecom Rules, 2000 and PTA Interconnection Guidelines, provided that the Telecommunication System of the Licensee is deemed to be a Connectable System for the purposes of the Rules and Interconnection Guidelines.

2. Tariff Framework

2.1 General - No Regulation of Prices:

- 2.1.1 Except as otherwise provided in this License and Fixed Line Tariff Regulations, 2004, the premium rate services, payphones, the Licensee is free to set prices for the Licensed Services as it may deem fit.

- 2.1.2 If the Authority determines that the Licensee's prices for any Licensed Services are unfair and unreasonable, the Authority may regulate Licensee's prices, terms and conditions for those Licensed Services. The Licensee shall comply with the Authority's orders and determination relating to the Licensee's prices, terms and conditions for those Licensed Services.

2.2 SMP Service Provider:

- 2.2.1 If the Authority determines that the Licensee possess an SMP status in a relevant market, the Authority may regulate Licensee's prices, terms & conditions for the licensed service and other services incidental thereto as maybe determined by the Authority, where the Licensee possess SMP status.

- 2.2.2 Regulation methodology shall be determined by the Authority, subject to compliance with any applicable provisions of the Rules & Regulations. It may include prior Authority approval for any price, terms and conditions, maximum or minimum or both prices, for the Licensed Services.



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3. Reporting & Information Provisioning

The licensee shall maintain financial records and books of accounts in accordance with the laws of Pakistan. The licensee shall submit audited financial statements and summary of accounts to the Authority within three months of the closing date of financial year of the licensee. The financial statements and notes therein shall show, apart from other, following information about the licensed service/business:

- 3.1 Gross revenue (total amount accrued and billed/ invoiced to the customers),
- 3.2 Description and amount of each cost element or item,
- 3.3 Gross profit, operating profit, profit before and after tax, profit/ (loss) carried forward,
- 3.4 Description and amount of each type of tax, duty, levy paid and payable to the Government of Pakistan,
- 3.5 Details of fee due to the Authority and amount paid,
- 3.6 Number of subscribers at the end of each month,
- 3.7 Number of Persons employed by the licensee,
- 3.8 Number of E1 s per each identified Point of Interface,
- 3.9 Intercity leased Bandwidth with identification of terminal points,
- 3.10 Quality of Service reports desired in this license and relevant PTA/ FAB Regulations,
- 3.11 Any other regulatory reports or information, as desired by the Authority, from time to time.

4 Common Short Codes (CSC)

- 4.1 Number Allocation & Administration Regulations, 2005 shall apply including amendments/modifications made thereto, by the Authority, from time to time.

5 Spectrum

- 5.1 The provisions of Pakistan Telecom (Re-org) Act, 1996, the Rules, the Regulations, PTA/ FAB guidelines and policies on allocation of frequency shall apply.



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6 Service Level Agreements

- 6.1 The licensee shall get their code of practice for consumer affairs approved by the Authority as per the Rules.
- 6.2 Inter-operator SLAs will be sent to the Authority for information.

7 National Security

- 7.1 Section 54 of the Act shall apply.
- 7.2 All equipment shall be Legal Interception (LI) compliant.

8 Anti-Competitive Behaviour

- 8.1 The licensee shall refrain from anti-competitive conduct and abide by the anti-competitive laws of the country and all applicable rules & regulations.



Quality of Service (QoS) Parameters

1. Scope

- 1.1 The Licensee shall at all times meet or exceed the quality of service standards described in this document, as shown in Table-1, and such other quality of service standards as the Authority may determine from time to time. The Licensee shall maintain records of its performance to keep track of its service quality. These shall be submitted to the Authority on a quarterly basis in such a format as the Authority may determine from time to time. The Licensee shall maintain records for inspection and any type of audit by the Authority at all times. The Licensee shall maintain all such records for a period of two years.

2. Objective

- 2.1 The licensee shall meet the QoS obligations at all times with an objective to satisfy the greater number of its customers and comply with the Act, Rules, Regulations and the conditions of the license issued thereunder.



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Table-1

Parameters	General Thresholds	
	Type A	Type C
Network/ CPE Elements		
Network Accessibility for access-ready areas	95%	99%
CPE Installation time (days)	3	1
Service Quality		
Session Initiation Success Ratio (SISR)	0.98	0.99
Session Completion Success Ratio (SCSR)	0.97	0.98
Service Activation Time (SAT) in hours - post installation	8	8
Maximum packet loss (IPLC or DPLC)	< 3%	N/A
Service Transfer Time (STT, hours) with clear accounts	4	48
Mean Time To Restore (MTTR) faults in hours (minor)	½	8
Reconnection Time (hours) After Clearing Arrears (RTACA)	1/2	1
Planned redundancy in Network Elements for 50% capacity	90%	Service Specific
End-to-end Network capacity Maximum Loading Factor	80%	N/A
Round Trip (RT) End-to-End latency (ms) [worst case around the world, e.g. Karachi to New York to Karachi, applicable for fiber-optic connectivity]	350	500
Round Trip (RT) End-to-End latency (ms) [worst case between any two points within Pakistan, applicable for fiber-optic connectivity]	90	100
Maximum cumulative down time in any calendar month on (IPLC or DPLC) traffic	< 5 hours	Service Specific
Customer Service		
Unplanned Outage Automated Notice (minutes)	15	N/A
Planned Automated Outage Notice (days)	2	1
Response to Assistance Request within 30 seconds (%)	98%	98%
Automated ticketing system for complaints	Yes	Yes
Billing Complaints		
Billing Complaints (%) Resolved within 24 hrs.	95%	90%
Billing Complaints (%) Resolved Within 48 hrs.	99%	95%
Billing Accuracy in Seconds	Yes	Yes
Service Complaints		
Service Provisioning Resolved within 24 hours	97%	95%
Response to a Complaint within 30 seconds (%)	98%	98%
Network Management & Security		
Mandatory Personal Information Security	Yes	Yes
Provisioning of Network Management System (NMS)	Yes	Yes
Provisioning of Computerized Customer Complaint Database	Yes	Yes
Network Security	Yes	N/A
Probability of Fraud on User's Account	0.0001	0.0001

Legend:

N/A: Not applicable; ms: Milliseconds;