



টাইমস এএসএল
কল সেন্টার



Times ASL
Call Center

(A Sister Concern of Times Group)

"Let's Serve You Better"



Times ASL Call Center



ISO 9001:2008
certified



Outsourcing is simplified. Consumers and businesses all over the globe outsource to give their business a competitive edge, to concentrate on their key business, to enjoy cost saving, to reduce delivery time due to time zone advantage, to save on infrastructure, to save operations time in hiring & training, to get high quality service, customer satisfaction, increase in business, specialized services, to concentrate on the core areas of their business, to obtain more customers and more.

Your competitors are enjoying the benefits of outsourcing. Now, it's your turn to experience offshoring benefits. Explore more benefits with Times ASL Call Center Ltd.

About Us

Times ASL is one of the ISO 9001:2008 Certified Call Centers which was established in 2008. It is one of the well established International & Domestic Call Centers of Bangladesh. It provides quality Call Center Services as well as other Business Process Outsourcing (BPO) services.

We focus on producing the best outbound campaigns & inbound services for Domestic & International market. Our Call Center Services cover the entire spectrum of Customer Support and Telemarketing needs of enterprises.

We provide solutions that help in the growth of companies by customizing according to the needs of clients. We are always being a partner with our clients in every sense of the word.

SERVICES

Times ASL Call Center is one of the most cost-effective, high-quality call center outsourcers in the industry today.

We offer the perfect blend of technology and touch of human element using diversified channels of communication marked with creativity. The key to success of the company has been the in-house training programs which involve everything from American and European accent and culture concepts for Domestic & International Market.

Consultancy

We provide solutions that help in the growth of companies by customizing according to the needs of clients. We are always being a partner with our clients in every sense of the word.

Call Center Service: Inbound

Enhance customer service by providing additional information support, Exceed customer expectations. Maximize post-sale opportunities by personalized after-sales follow-up and we also can fulfill information-brochure-literature requests, if required.

Call Center Service: Outbound

When you make proactive telemarketing a strategic part of your marketing mix, you gain benefits that other marketing tools can't offer.

We also undertake the Lead generation & qualification as to pre-determine the sales potential and give your field sales people all the information they need to prepare to close the sale.

Training

Call center operators / first level call operators should strictly have minimum college education along with call center experience.

We teach our operators on customer care, customer etiquette, language, accent and technical acquaintance, communication and team building talents.

Why Us

Low cost- You can save up to a huge 50% on your operating expenses. You can concentrate on your core business while we work this for you on top priority. That is where we are skilled at.

Data Security- Your important data is safe in our hands. Thanks to our high-quality technology & infrastructure and strict policies followed at Times ASL Call Center Ltd.

Training and performance- Our professionals are trained to work like business heads who understands the high-quality is the priority for successful projects.

Client experience- Our rich client experience of over 10 years in the outsourcing industry has helped hundreds of customers globally. We offer high-quality service and great performance at low costs. Our experience and trained professionals work smarter, faster and cheaper. Importantly, we understand the seriousness of your business and investment on outsourcing.

Technology- Our state-of-art technology provides high end performance making sure the chances of system downtime nearly nil.



CONTACT US



Times ASL Call Center Ltd.
"City Heart" (4th Floor)
67, Naya Paltan, VIP Road, Dhaka-1000, Bangladesh



Phone: + 880-2-9336033, 9353512 -5
Fax: + 880-2-9353516



info@timesasl.com

Times ASL

<http://www.timesasl.com>
<http://www.timesgroupbd.com>

If you want to refer or outsource call center service to any offshore call centers, is always a better option. If you are thinking of offshore call centers, outsource call center service to us.

Grow your business by partnering with Times ASL Call Center Ltd. You are assured access to a recognized team of committed professionals, competitive pricing, uncompromising quality and deep expertise in 24/7 call center operations. We offer state-of-the-art infrastructure, robust back-up processes and stringent privacy protection and above average success rates.

Times ASL Call Center Ltd's Call Center services has helped customers globally. BPO Services provided by us are of great quality with low price. Keeping customer requirements in mind, we work towards achieving our customers' goals. This has enabled us to be one of the best Call Center service providers in the market.



PREMISES FACILITIES

All-in-one Contact Center that gives enhanced customer satisfaction levels, high contact center uptime and high revenue per customer

World Class Network Operation Center with Well Equipped Server Rooms

High End Server for Databases, CTI, CRM, ACD, Call Routing and other Applications

Gigabyte Ethernet based LAN with High Configured Workstations for Agents

SSL VPN and Data encryption for secured Upload and Download

24 hours Electric supply with Backup system

24 hours High Speed Internet Services with redundancy System

Our skilled Engineers provide 24 hours Technical Support

CC Cameras are 24 hours running in the premises.

Lockers for staff members are available.

We maintain three different shifts: i.e. Day, Evening and Night.

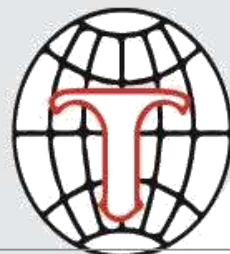
We have a Cafeteria only to be used by the executives.

Conference Room for group discussion

Training Room is available to train the executives.

Call Center Features available in the Software are used for the call center operation

Video footages can be provided to the client on requirement.



Times ASL
Call Center

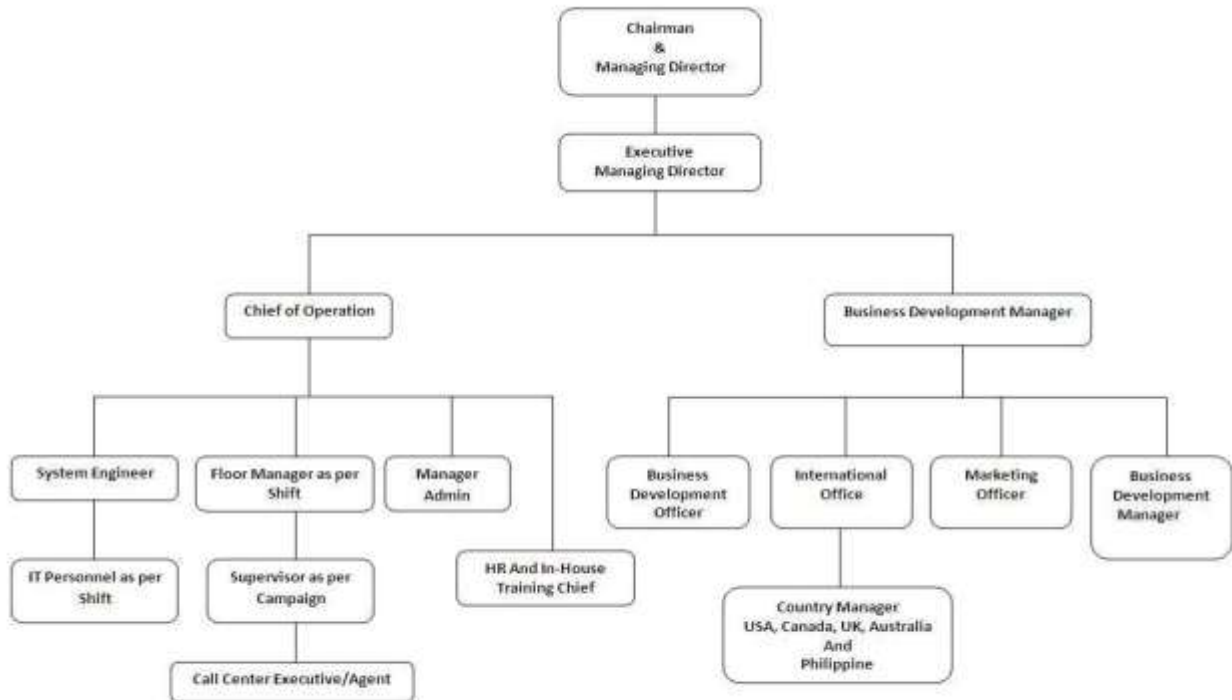


✚ Our Team Ready for your Services

Times ASL Call Center has brought together superior management professionals, mid-level managers and enthusiastic executives with educational backgrounds comprising computer science, engineering, business and finance. Our expertise use to Microsoft, Oracle, Cisco, IBM etc.

Our business and system analysts have wide range of domain experience including Financial, Manufacturing and Telecom industries. On the other hand our technical professionals have experience in various industries.

Organizational chart for International & Domestic Call Center



Designated Expert for BPO Sector of Times ASL

- F S Huma Khair Mannan (Managing Director)
- Md. Wasim Rahman (CEO)
- Md. Rashedul Islam (IT Head)
- Md. Rezaul Korim (IT Enger)
- Mezbahul Islam Shuvo (Senior Operation Manager)
- Abu Saleh Musa (Senior Executive, Operation)
- An-Nisha Khatoon (Senior Executive, Operation)
- Hasan Mahmud Stistee (Senior Executive, Operation)
- Najmus Sakib Siddiquee (Senior Executive, Operation)

✚ Times Training Institute

Times Training Institute holds the license from BTRC and its objective is to create a standard in the Call Center Management & ITES industry by providing Corporate Training / Man Power Placement services as per the requirement of the organization so that the employers can empower and motivate the work force to achieve highest goals and become the leader among professional organizations. Training inputs are imparted to every call center agent on an ongoing basis to maintain enhanced performance levels and individual growth.



✚ Latest Technology and High-end Infrastructure

Times ASL employs use of the latest technology, the best software and high-end infrastructure to provide high-quality customer support services. We have built a robust infrastructure consisting of state-of-the-art facilities strategically situated at the Business Hub Commercial tower “City Heart” Naya Paltan & “Navana Tower” Diplomatic Zone in Gulshan with over 100 skilled agents and an efficient Management Team.

Sl.	Description	Nos.
1	Total Floor Space	3000sft
2	Conference Room	300 sft
3	Training Room	700 sft
4	IT Room	500 sft
5	Office & others	1500 sft

✚ Transport Support for Management & Call Center Agent

Sl. No.	Items	Quantity
1.	Toyota Noah	1
2.	Toyota Voxy	2
3.	Premio	1

✚ Our Technical A, B, C, D, E

<p>A. Networking</p> <p>Data & Voice (2 Port) CAT 6 Cable AUDIO CODE Networking</p>	<p>B. Server ,Switch ,Router & Headset</p> <p>Server – IBM Switch – CISCO Router – CISCO Headset - Noise Cancellation</p>
<p>C. Web Sites & Online Documents CRM</p> <p>Java Script VB Script HTML, Dynamic HTML Macromedia Flash, Dream weaver 3D Studio Max Adobe Photoshop, Image Ready, Premier, Sugar CRM</p>	<p>D. Internet Information</p> <p>Dedicated Bandwidth 1MB up to 10MB BTRC Permitted</p>
<p>E. Predictive Dialer</p>	<p>Predictive Dialer is a computerized system that automatically dials batches of telephone numbers for connection to agents assigned to Customer care support (Inbound) or Outbound Call.</p>

Hardware Description & Quantity:

Serial No	Description	Brand	Quantity
1	Server	IBM/ x-3500	2 Pcs
2	Router	Cisco 2821 series	1 Pc
3	Voice Gateway	Audio Code, MP-124	2 Pcs
4	Switch	Cisco 2900 series	3 Pcs
5	Workstations	HP Update configuration	70 Pcs.
6	Noise Cancellation Headphone with Dial Pad	Comes in Handy (FC USA)	70 Pcs.

✚ Connectivity and Power Backup:

- 24 hours dedicated broadband connectivity.
- 24 hours dedicated 2nd ISP backup connection.
- 24 hours power backup by our own Generator.
- 3 hours power backup for trouble free service by our Online UPS

✚ Information on software

The predictive dialer is a computerized system that automatically dials batches of telephone numbers for connection to agents assigned to sales or other campaigns. Predictive dialers are widely used in call centers. Predictive dialer monitors the answers to the calls it places, detecting how the calls it makes are answered. It discards unanswered calls, engaged numbers, disconnected lines, answers from fax machines, answering machines and similar automated services, and only connects calls answered by people to waiting sales representatives. Thus, it frees agents from listening to unanswered or unsuccessful calls. It can dramatically increase the time an agent spends on communication rather than waiting.

✚ Few Benefits of using the predictive dialer:

1. Manages the process of dialing tens of thousands of calls or tens of millions of calls in its lifetime.
2. Detects the result of the call, as an example: no answer, busy, fax, bad number and answering machine without any presence of human expertise. Consequently saving time by only transferring calls, which are voice, connects to the agent's locally or remotely.
3. Using predictive dialer increases the productivity of the company by drastically increasing the time agents spend on the phone talking to actual customers or prospective clients.
4. Predictive dialer users get the ability to organize and better manage the client information, no lost notes scribbled on pieces of paper. The database used by the dialer organizes the calling structure.
5. The most significant task done by the predictive dialer is to predict, which means always making an effort to get a live call to the available agent with the shortest amount of wait time. This is achieved by self-learning algorithms within the predictive dialer to increase or decrease the "dial ratio" per agent, logged into the system.
6. Inbound call can be better dealt with by allowing the customers to wait on hold in an IVR system, or a way to leave a message they'd like a callback while the agent is busy talking with other customers.
7. Most important benefit of a predictive dialer is it reduces expenses for your company over a period of time since you do not need to buy and deploy a complex and sometimes extremely expensive PBX system. Your company will experience return of investment (ROI) in a period of six to twelve months.
8. A predictive dialing system can effortlessly fit into your company's existing infrastructure since it is software controlled.
9. The call routing logic and the contact management is all included in one software package. Your call routing logic implemented as per your specifications. Since it is a software package it can easily be upgraded even if you are located remotely with the help of Internet.
10. Provides an added cost effective method of managing the client database by giving the user of the predictive system ability to rework your database on previous call results. Example: Only redial records, which were busy, no answers and answering machines
11. Provides progressive dialing capabilities like "call blending" which means handling inbound and outbound calls at the same time.

12. Provides ability to record all calls recording devices and call monitoring interfaces which helps call center supervisors to train agents and users and improve their customer support skills.

13. Easy to setup and learn the predictive dialer logic and software tools.

✚ **So no need to invest on license cost for Microsoft windows.**

✚ **Here is a list of some of the features of Predictive Dialer**

- 1) Predictive Dialing
- 2) Advanced Call Detection
- 3) Web Based Administration / Remote Administration
- 4) Multi Campaign Support
- 5) Call Transfer
- 6) Call Conferencing
- 7) Monitoring / Barging
- 8) Voice Logger- Periodic / Random Recording Option
- 9) Real Time Statistics
- 10) Historical Reporting
 - i) Agent Report
 - ii) Campaign Report
 - iii) Server Report
 - iv) Disposition Report
- 11) Automatic Time Zone Call Control
- 12) Advanced Lead Churning Options and Recycling Option
- 13) Database Shuffling
- 14) Re-churning Of Database
- 15) Call Back
- 16) Auto Transfer of Drop Calls to A.M.
- 17) Adjustable Pacing Rate
- 18) Campaign Configuration through GUI Mode
- 19) Lead Insertion through CSV or TXT File Format
- 20) User Levels and Permission
- 21) Load Distribution
- 22) Remote Monitoring
- 23) DNC Support
- 24) Customizable Dispositions
- 25) Blended Solution
- 26) Script Generator
- 27) ACD
- 28) IVR

And more facilities this software is customizable, so according to customer requirement we can add module.

Our Valued International Clients

We have been successfully working & experience with some of the renowned international & Domestic companies and have already completed some of the task in outbound telemarketing and inbound customer care support. In the last Five years we have gained experience in:



Our Valued Domestic Clients



Our Associations

Times ASL Call Center is a Member of Bangladesh association of call center outsourcing & and a member of BASIS (Bangladesh Association of Software and Information Services).



টাইমস এএসএল Times ASL
কল সেন্টার Call Center

1.10 General Information about the Company:

Name of the Firm	Times ASL Call Center Ltd.
Year of Establishment	June 2008
Type of Organization	Private Limited Company
Company Registration No.	C-83771/10
Income Tax TIN No.	581558787865/Cir-250.
ISO Certificate 9001:2008	36124 Issue No. 1
Vat No.	18141081128
Mailing Address	67 Naya Paltan "City Heart" (4 th Floor) VIP Road Dhaka – 1000, Bangladesh
Telephone Number	(88 02) 9336033, 9353512-5
Fax Number	(88 02) 9353516
E-mail	md@timesasl.com
Web address	www.timesgroupbd.com
Name of Bankers	Premier Bank Ltd
Key Contact Person	FS Huma Khair Mannan, Managing Director
No. of IT Personnel & Agents	90+
No. of Managers	10
Membership	Member of Bangladesh association of call center outsourcing (BACCO), Bangladesh Association of Software and Information Services (BASIS) & Federation of Bangladesh Chambers of Commerce and Industries (FBCCI)



ঢাকা উত্তর সিটি কর্পোরেশন, ঢাকা
রাজস্ব বিভাগ (অঞ্চল-৩)
গুলশান- ২, ঢাকা।
ফোন :- ৯৮৯৬৫২১



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লাইসেন্স ইস্যুর বিবরণ		
ওয়ার্ড নম্বর	ইস্যুর ক্রমিক নম্বর	ইস্যুর তারিখ
১৯	৪০৭	২৬/৭/১৮



ট্রেড লাইসেন্স
(TRADE LICENCE)

No: 03-067817



স্থানীয় সরকার (সিটি কর্পোরেশন) আইন ২০০৯-এর ধারা ৮৪-এর প্রদত্ত ক্ষমতাবলে সরকার প্রণীত আদর্শ কর তফসিল ২০০২ এর ৬ নং অনুচ্ছেদ অনুযায়ী পেশা, ব্যবসা-বাণিজ্য এবং জীবিকাকৃতির উপর আরোপিত কর আদায়ের লক্ষ্যে নিম্ন বর্ণিত ব্যক্তি/প্রতিষ্ঠানের অনুকূলে এ ট্রেড লাইসেন্স ইস্যু করা হলো। যার কার্যকরিতার মেয়াদ ৪ এবং ৫ পৃষ্ঠায় উল্লিখিত সময় পর্যন্ত বলবৎ থাকবে।

- ১। মালিকের নাম : মোঃ আব্দুল হাযের
 - ২। পিতা/স্বামীর নাম : মৃতঃ হাজী-সুজন মিয়া
 - ৩। মাতার নাম : মৃতঃ মোছিয়া মাসুম
 - ৪। মালিকের ঠিকানা :
বর্তমান বসবাসের ঠিকানা : হারী/রেজিস্টার্ড ঠিকানা
হোল্ডিং নং : ১৪ লেক-প্রিমিয়াস হোল্ডিং নং/গ্রাম :
রোড নং : ২৪০ রোড নং / পোস্ট অফিস :
থানা : সুলতান থানা :
ঢাকা ১২২ (পোস্ট কোড) জেলা :
 - ৫। ব্যবসা প্রতিষ্ঠানের নাম : টাইমস এন্ড এল কল সেন্টার লিমিটেড
 - ৬। পরিশোধিত মূলধন (লিঃ কোম্পানীর ক্ষেত্রে) : টাকা ৬০,০০০০০/-
 - ৭। ব্যবসা প্রতিষ্ঠানের ঠিকানা : নাটানা টাইমস এন্ড এল সেন্টার (১৫তলা) ৪২, সুলতান
ফোন ও ই-মেইল (যদি থাকে) : এমিলিড-সুলতান ঢাকা-১২২
 - ৮। ব্যবসার ধরণ : কল সেন্টার,
 - ৯। আদর্শ কর তফসিল ২০০২ এর ক্রমিক নং : ১৬
 - ১০। ট্রেড লাইসেন্স/নবায়ন ফি (বার্ষিক) : টাকা (অংকে) = ৭৫০০০/-
(কথায়) (সাত হাজার পাঁচ শত) টাকা।
 - ১১। সাইনবোর্ড কর (বার্ষিক) : টাকা (অংকে) = ৮০০/-
(কথায়) (আট শত) টাকা।
 - ১২। ইস্যুকৃত চালান : বই নম্বর ০৩-০৬৭৮১৭
- লাইসেন্সধারীর নিকট হতে সকল বকেয়া পাওনা বিবিধ রশিদ নম্বর (লাইসেন্সটি) নম্বর ডি.সি.আর, বইয়ের x.তাং ২৪-২ এর মাধ্যমে আদায় করা হয়েছে।
পৃষ্ঠায় লিপিবদ্ধ করা হয়েছে।

২৬/৭/১৮

লাইসেন্স ও বিজ্ঞাপন সুপারভাইজার
(নাম ও পদবীসহ সীল)
মোঃ সাইদুল ইসলাম চৌধুরী
লাইসেন্স ও বিজ্ঞাপন সুপারভাইজার
অঞ্চল-৩ (মহাখালী)
ঢাকা উত্তর সিটি কর্পোরেশন

ব্যবসা প্রতিষ্ঠানের সাইন বোর্ড
বাংলায় লিখা বাধ্যতামূলক

২৬/৭/১৮
কর কর্মকর্তা
অঞ্চল-০৩
(নাম ও পদবীসহ সীল)
মোঃ শাহীনুর ইসলাম দেওয়ান
কর কর্মকর্তা (অঃ নাঃ)
অঞ্চল-৩ (মহাখালী)
ঢাকা উত্তর সিটি কর্পোরেশন

ঢাকা উত্তর সিটি কর্পোরেশন, ঢাকা

রাজস্ব বিভাগ (অঞ্চল-৩)

গুলশান-২, ঢাকা।

ফোন ৯-৯৮৯৬৫২১

(নবায়ন পাতা)



ট্রেড লাইসেন্স
(TRADE LICENCE)

No : 03-067817

লাইসেন্সধারী কর্তৃক চালানের সাথে হাল মাসের ভাতার রশিদ/ রশিদের ফটোকপি, দাখিলক্রমে ফি/ কর নির্ধারিত চালানে ব্যাংকে জমা প্রদান এবং ব্যাংক কর্তৃপক্ষের স্বাক্ষরই কর্পোরেশনের পক্ষে লাইসেন্স নবায়নের স্বীকৃতি বলে গণ্য হবে।

নবায়ন কার্যকারিতার মেয়াদ ২০১৮-২০২০ খ্রিঃ

১। জন্ম তারিখ : ০২-০৫-২৮

২। লাইসেন্স বই নম্বর : ০৬-০৬৭৮২৭ চালান বই নম্বর

৩। টাকার পরিমাণ : লাইসেন্স/ নবায়ন ফি = ৭,৫০০
সাইনবোর্ড কর = ৫০০
সারচার্জ =
মোট টাকা (অংকে) = ৮,০০০
মোট টাকা (কথায়) = আট হাজার টকা

মোঃ সাইদুল ইসলাম চৌধুরী
লাইসেন্স ও বিজ্ঞাপন সুপারভাইজার
অঞ্চল-৩ (মহাখালী)
ঢাকা উত্তর সিটি কর্পোরেশন

১২৭
Md. Sirajul Islam
Officer
ব্যাংক কাশিয়ারের স্বাক্ষর ও সীল (ব্যাংকের সীল) ব্যাংক কর্মকর্তার স্বাক্ষর ও সীল

CASH RECEIVED
Sonal Bank Ltd
30 AUG 2018
03 Initial

Sonal Bank Ltd
Dhaka

নবায়ন কার্যকারিতার মেয়াদ ২০১৮-২০২০ খ্রিঃ

১। জন্ম তারিখ :
২। লাইসেন্স বই নম্বর : ০৬-০৬৭৮২৭ চালান বই নম্বর

৩। টাকার পরিমাণ : লাইসেন্স/ নবায়ন ফি = ৭,৫০০
সাইনবোর্ড কর = ৮০০
সারচার্জ =
মোট টাকা (অংকে) = ৮,৩০০
মোট টাকা (কথায়) = আট হাজার তিরিশ টকা

মোঃ সাইদুল ইসলাম চৌধুরী
লাইসেন্স ও বিজ্ঞাপন সুপারভাইজার
অঞ্চল-৩ (মহাখালী)
ঢাকা উত্তর সিটি কর্পোরেশন

Md. Shazoluzza
Officer
Sonal Bank Ltd.
Mohakhali Branch, Dhaka

Md. Kamal Uddin
Assistant Officer Grade 2 (D.C.)
Sonal Bank Ltd.
Mohakhali Branch, Dhaka



No. BTRC/LL/CC (125)TASL/2008-123

Date: 04-06-2008

LICENSE FOR PROVIDING CALL CENTER SERVICE

In exercise of the powers conferred by section 36 of the Bangladesh Telecommunication Act, 2001, the Bangladesh Telecommunication Regulatory Commission (BTRC), hereinafter referred to as the Commission, upon consideration of their application dated..24.05.2008.....and payment of License fee and other charges, is pleased to grant.....Times Aviation System Limited.....having its registered Head Office at..Navana Tower, Type-C (5th Floor), 45, Gulshan Avenue, Gulshan-1, Dhaka-1212

LICENSE

For a period of 5 (five) years with effect from the 04th day of June -----2008 to day 03rd of June 2013

TO

Build, maintain, operate and provide call centre services, hereinafter referred to as the Service, subject to the following terms and conditions.

TERMS AND CONDITIONS:

1. DEFINITIONS, INTERPRETATIONS AND ABBREVIATIONS:

1.01 Definitions:

For the purpose of this License, the following terms shall, unless repugnant to the context, have the meanings set forth below:

- a) "**Act**" means Bangladesh Telecommunication Act, 2001 (Act No. XVIII of 2001)
- b) "**Commission**" means Bangladesh Telecommunication Regulatory Commission established under the Bangladesh Telecommunication Act, 2001.
- c) "**Call Detail Records (CDR)**" is generated by all types of call centers in the form of binary or any other form of file that includes all types of records of outgoing and incoming calls such as caller and called party number, origin and destination of calls, call duration, calling time, location, etc.
- d) "**Disaster Recovery Center (DRC)**" means complete backup center which can be used when the main center becomes inoperative for any reason.
- e) "**Hosted Call Center (HCC)**" means call center which does not have any infrastructure other than call center agents. The infrastructural facility will be provided by the Hosted Call Center Service Provider.

- 12.09 None of the provisions of this License shall be deemed to have been waived by any act of or acquiescence on the part of the Commission, but only by an instrument in writing signed/issued by the Commission. No waiver of any provision of this License shall be construed as a waiver of any other provision or of the same provision on another occasion.
- 12.10 This License shall be governed by and construed in accordance with the laws of Bangladesh.

13. MISCELLANEOUS:

- 13.01 The commission and/or any other Govt. departments shall not be liable for any loss, damage, claim, expense etc. which may be incurred as a result of or in relation to the activities of the Licensee.
- 13.02 The licensee shall observe the requirements of any applicable international conventions which imposes obligations on Bangladesh.
- 13.03 As the licensee may handle sensitive and/or confidential information of its client, it will take adequate measures to protect the same.
- 13.04 All correspondence shall be in writing and shall be sent to the Licensee's registered place of business/head office.
- 13.05 The licensee shall furnish to the commission, on demand, the copies of agreements between the licensee and its foreign/local client(s).
- 13.06 The licensee shall follow the foreign currency earning and remittance rules and procedures in force in Bangladesh.

For and on behalf of The Bangladesh Telecommunication Regulatory Commission



Commissioner

(S.M. Monir Ahmed)
Commissioner
Bangladesh Telecommunication
Regulatory Commission



Chairman

Maj Gen Manzurul Alam
ndc, psc (retd)
Chairman
Bangladesh Telecommunication
Regulatory Commission



Bangladesh Telecommunication Regulatory Commission

IEB Bhaban, Ramna, Dhaka-1000, Bangladesh.

Registration No.: 14.32.0000.007.57.484.19.1054

Date: 5-05-2019

Name of the Registered Entity: *Times ASL Call Center Ltd.*

Address of the Registered Entity: *Navana Tower (5th Floor), 45 Gulshan Avenue, Gulshan-I,
Dhaka-1212.*


Category: *Call Centre (Domestic & International)*

Duration of the Registration: *From 09 March 2019 to 08 March 2024.*

Registration Certificate of Call Center (CC)/BPO

In exercise of the powers conferred by the Bangladesh Telecommunication Regulation Act, 2001 the Bangladesh Telecommunication Regulatory Commission (BTRC) upon consideration of the application dated: *15-04-2019* is pleased to issue Registration Certificate in favour of *Times ASL Call Center Ltd.* The registered entity has to abide by all the terms and conditions mentioned in the Registration Instructions enclosed herewith. This Registration Certificate is issued with the approval of the appropriate authority and it is a continuation of the rights and responsible of your previous Call Center License bearing No.: BTRC/LL/CC(125)TASL/2008-123, dated: 04-06-2008.

Enclosure: Call Centre (CC)/BPO Registration Instructions bearing No.: BTRC/LL/Call Centre/Licensing Procedure (268)/2008-967, dated: 18-09-2013.


05/05/19

(Rumana Haque)

Deputy Director

Legal & Licensing Division

E-mail: rumana@btrc.gov.bd

Issue No. 42533-39



Certificate of Incorporation

No.C-83771/10.....

I hereby certify thatTIMES ASL.....
.....CALL CENTER LTD.....

is this day incorporated under the Companies Act (Act XVIII) of 1994 and that the Company is Limited.

Given under my hand at.....Dhaka.....
this.....Sixth.....day of.....April.....
two thousand.....Ten.....



.....
Deputy Registrar of Joint Stock Companies & Firms,
Bangladesh.



J.S.C.-34
B.G.P.-6583 Com(E)/2008-09—60,000 Copies. 2009.



Certificate of Registration

This certificate has been awarded to

TIMES ASL CALL CENTER

City Heart, 4th Floor
VIP Road, 67, Naya Paltan,
Dhaka-1000
Bangladesh

in recognition of the
organization's Quality System which complies with

ISO 9001:2008

The scope of activities covered by this certificate are defined below


BUSINESS PROCESS OUTSOURCING CAMPAIGN

Certificate Number: 36124 Issue No.1

Date of Issue: 10 July 2009

Expiry Date: 09 July 2012

Issued by:


Ori Dehaert
Scheme Manager

URS is a member of Registrar of Standards (Holdings) Limited a UK registered company



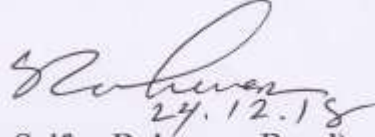
Government of the People's Republic of Bangladesh
National Board of Revenue
Taxes Department
Income Tax Certificate

Particulars of the Assessee

- (A) Name : Times (ASL) Call Center Ltd.
- (B) Father's/Husband Name : N/A
- (C) Present Address : Navana Tower (5th floor)
Type-e, Gulshan-1, Dhaka.
- (D) Permanent Address : Navana Tower (5th floor)
Type-e, Gulshan-1, Dhaka.
- (E) Status : Company.
- (F) Tax Payers Identification Number (TIN) : 581558787865/Cir-250 (Companies)
- (G) Business Identification Number (BIN) : N/A

This is to certify that Times (ASL) Call Center Ltd. is a registered assessee Company of Taxes Circle-250 (Companies), Taxes Zone-12, Dhaka. Assessment has been completed for the Assessment year 2017-2018 under section 82 BB.




24.12.18
(Md. Saifur Rahaman Rasel)
Deputy Commissioner of Taxes
Taxes Circle-250(Companies)
Taxes Zone-12, Dhaka.
Phone: 02-47115671.

গণপ্রজাতন্ত্রী বাংলাদেশ সরকার

মুসক-৮

স্বক, আবগারী ও মূল্য সংযোজন কর কমিশনারেট, ঢাকা (উত্তর)

বিভাগ : GULSHAN DIVISION

মূল্য সংযোজন কর নিবন্ধন পত্র/টার্নওভার কর তালিকাভুক্তি পত্র/কুটির শিল্প তালিকাভুক্তি পত্র
[বিধি ১১ দ্রষ্টব্য/বিধি ৪(২) দ্রষ্টব্য]

নাম :

TIMES ASL CALL CENTER

ঠিকানা :

NAVANA TOWER, TYPE-C (5TH FLOOR)
45, GULSHAN AVENUE, GULSHAN-1
DHAKA.

TIN (যদি থাকে) : 1752029951

ফোন নম্বর :

পূর্ববর্তী BIN (যদি থাকে) :

ফ্যাক্স নম্বর :

আপনাকে মূল্য সংযোজন কর আইন, ১৯৯১ (১৯৯১ সনের ২২ নং আইন) এর অধীনে করদাতা হিসাবে
25/09/2012 তারিখ হইতে নিবন্ধিত/টার্নওভার কর/কুটির শিল্প তালিকাভুক্ত করা হইয়াছে।

আপনার ব্যবসার প্রকৃতি : Service Renderer

ব্যবসার কার্যক্রম : S012.00 :: Telephone, Teleprinter, Telx, Fax or Internet Org. & SIM Card

কাজেই আপনাকে -

সকল করযোগ্য পণ্য সরবরাহ বা সেবা প্রদানের ক্ষেত্রে মূল্য সংযোজন কর বা, ক্ষেত্রমত, মূল্য সংযোজন কর ও সম্পূর্ণক স্বক প্রদান করিতে হইবে;

চলতি হিসাবে সমন্বয় অথবা ট্রেজারী চালানের মাধ্যমে ট্রেজারী বা অনুমোদিত ব্যাংকে অর্থ জমা প্রদানের মাধ্যমে মূল্য সংযোজন কর/সম্পূর্ণক স্বক/টার্নওভার কর পরিশোধ করিতে হইবে; এবং

যে কোন মাস সম্পর্কিত মূল্য সংযোজন কর দাখিলপত্র/টার্নওভার কর দাখিলপত্র আইন ও বিধিমালা অনুযায়ী নির্ধারিত কর মেয়াদ সমাপ্তির পর বিধি ৪ এর উপ-বিধি (৫) এবং বিধি ২৪ এর উপ-বিধি (১) এ উল্লিখিত সময়ের মধ্যে পেশ করিতে হইবে আপনার নিবন্ধন/তালিকাভুক্তি সংখ্যা ও এলাকা কোড নিম্নে উল্লেখ করা হইল :

নিবন্ধন/তালিকাভুক্তি সংখ্যা

এলাকা কোড

18141081128

180304

এই সংখ্যাসমূহ আপনার দ্বারা প্রদত্ত সকল চালানপত্রে এবং মূল্য সংযোজন কর কার্যালয়ের সহিত আপনার সকল যোগাযোগের ক্ষেত্রে উল্লেখ করিতে হইবে। আপনি মূল্য সংযোজন কর আইন, ১৯৯১ এবং মূল্য সংযোজন কর বিধিমালা, ১৯৯১ এর সকল বিধানসমূহ যথাযথভাবে প্রতিপালন করিতে বাধ্য থাকিবেন। এতদ্বিষয়ে কোন ব্যাখ্যা বা তথ্যের প্রয়োজন হইলে আপনি স্থানীয় মূল্য সংযোজন কর কার্যালয়ের সহিত অফিস চলাকালে যে কোন সময়ে যোগাযোগ করিতে পারিবেন। আপনার নিবন্ধন/তালিকাভুক্তির আবেদন পত্রে প্রদত্ত তথ্যে কোন পরিবর্তন হইলে তাহা বিধি ১২ এর উপ-বিধি (১) এ উল্লিখিত সময়ের মধ্যে সংশ্লিষ্ট মুসক অফিসকে যথাযথভাবে জানাইতে হইবে।

তারিখ : 25 SEP 2012

নির্ভরীয় কর্মকর্তা/ক্ষমতা প্রাপ্ত কর্মকর্তা "

(প্রমীলা সরকার)
ডেপুটি কমিশনার
কাস্টমস, এক্সাইজ ও জাট
সুদপান বিভাগ, ঢাকা।




Premier/GB/Moti/2017/
September 21, 2017

TO WHOM IT MAY CONCERN

This is to certify that Times ASL Call Center Ltd, address of, Navana Tower, Type-C, (5th floor) 45, Gulshan, Dhaka, has been maintaining a Short Notice Deposit Account No. 108- 13100001162 with our branch.

To the best of our knowledge the company is financially Sound & Solvent.

We wish every success of Business.


Authorized Signature

Nargis Khan
Senior Executive Officer, PA # 224
The Premier Bank Ltd.
Motijheel Branch, Dhaka.

The Premier Bank Limited

Motijheel Branch: 81, Motijheel C/A Dhaka-1000, Bangladesh, Tel: +88-02-9555340 (D), PABX: 9571113-4, 9557656
Fax : +88-02-9557317, Email: grpmotijheelbranch@premierbankltd.com, Web: www.premierbankltd.com

Operational Address: 242/A Tejgaon I/A [1st Floor]
Gulshan Link Road, Dhaka -1208, Bangladesh
Tel: +8809614334455, Mobile: +8801971122226
Email: office@bacco.org.bd, Web: www.bacco.org.bd



31 January 2016

Ref: BACCO/cert/Times

TO WHOM IT MAY CONCERN

This is to certify that 'Times ASL Call Center' bearing BTRC license no: BTRC/LL/CC(125)TASL/2008-123 is a **General** category member of Bangladesh Association of Call Center & Outsourcing (BACCO) for the year 2016. The membership id is: ***BACCO/0008/TimesASL/2009***.

Regards




Ahmadul Hoq
President

Operational Address: 242/A Tejgaon I/A [1st Floor]
Gulshan Link Road, Dhaka -1208, Bangladesh
Tel: +8809614334455, Mobile: +8801971122226
Email: office@bacco.org.bd, Web: www.bacco.org.bd



12 November 2017

Ref: BACCO/cert/Times

TO WHOM IT MAY CONCERN

This is to certify that 'Times ASL Call Center Limited' bearing BTRC license no: BTRC/LL/CC(125)TASL/2008-123 is a General category member of Bangladesh Association of Call Center & Outsourcing (BACCO). The membership id is: BACCO/0008/TimesASL/2009. The Company performed very well to develop BPO Industry in Bangladesh.

Recently BACCO Implementing of training program and job placement support for 20,000 trainees under Skills for Employment Investment Program (SEIP) Under Skills Development Coordination and Monitoring Unit (SDCMU) Finance Division, Ministry of Finance Government of the People's Republic of Bangladesh. Times ASL Call Center Limited is one of the training partner company of this training program. They have successfully trained 500 new entrants and existing workforce in different skills required for BPO sector.

I wish Times ASL Call Center Limited all the best in future.



Wahid Sharif
President
Bangladesh Association of Call Center and Outsourcing (BACCO)

Bangladesh Association of Call Center and Outsourcing
Registered Address: Suite-C, Navana Tower (5th Floor), 45 Gulshan Avenue, Gulshan-1, Dhaka-1212, Bangladesh.

Work Completion Certificate

Prince Mojumder
CEO
Genex Infosys Ltd.

Joint Venture with
Hello World Communication and Times ASL
Call Center Ltd.
Nitol Niloy Tower (Level 8), Nikunja C/A
Airport Road, Dhaka-1229

Dear Mr. Mojumder,

This is certifying that the assigned work (**She Power Project: Sustainable Development for Women Through ICT Work Order No: 56.04.0000.017.014.069.18-527/1, Dated: 13-12-2018 and Package-3 (Women Call Center Agent, Lot-2 Chattagram - Sylhet and Project Value- BDT 28009555)**) within the agreed-upon time frame has been successfully completed on time in respect to theoretical and practical aspects. The contract on this project was signed on (**13-12-2018**) and has taken almost one year to complete.

We wish all the best of Genex Infosys Ltd. Hello World Communication and Times ASL Call Center Ltd. (Joint Venture).


30.12.2020
(Yeasmin Akter)
Assistant Programmer
(Planning & Development)
Department of ICT


30/12/2020
(Md. Firoz Sarker)
Deputy Director (Finance)
Department of ICT

SL. No. 3939



বাংলাদেশ কম্পিউটার সমিতি
Bangladesh Computer Samity
The ICT Industry Association of Bangladesh



This is to certify that

TIMES ASL CALL CENTER LTD.

of
NAVANA TOWER, TYPE-C (5TH FLOOR), 45, GULSHAN AVENUE, GULSHAN, DHAKA-1212, BANGLADESH

is a member of
Bangladesh Computer Samity
having membership identification number 818
The membership is valid till December 31, 2016.


Nazrul Islam Milon
Secretary General


A. H. M. Moinul Arif
President

Issued on January 16, 2016

House No. 33/B, Road No. 04, Dhanmondi, Dhaka-1205, Bangladesh. Tel: +880 2 9671342, 9671350; Fax: +880 2 9671342, 9671350, Ext.: 108; E-mail: samity@bics.org.bd; URL: www.bics.org.bd
Bangladesh Computer Samity is the ICT Industry Association of Bangladesh having Registration No. CT0209(11)92

Overview of Major Works Undertaken in International Market by Times ASL

SL	Name of the assignment	Client	Assignment Duration
01	UK Assist Pack	UK (Outbound)	March - May 2009
02	Optimum	USA	April 2009 - November 2010
03	Building Trading Info (advertisement campaign for plumbers)	UK	May 2009 - Dec 2011
04	UK Accidental Survey Process	UK	Dec 2010 - March 2011
05	Bell [TV & Simpatico process]	Canada	Oct 2009 - Jan 2011
06	Bell [Bell Mobility & SOLO Mobility]	Canada	Jan 2010 - July 2011
07	Bell Unplugged Internet	Canada	March 2011 – June 2011
08	UK Morris pentel	UK	June 2009 – July 2009
09	UK Mortgage Process	UK	July 2010 – November 2011
10	Australian Solar Domain	Australia	June 2012 – March 2013
11	LSS (Google B2C)	USA	November 2011 – June 2012
12	MLX (Online Education	USA	July 2008 – June 2009
13	Verizon (Cable, Internet and phone)	USA	June 2009 – June 2010

SL	Name of the assignment	Client	Assignment Duration
14	UK Survey EPP	UK	August - September 2010
15	Outbound Bargain, Value Card and ID Theft	USA	June 2009 - December 2010
16	World Cable (Global Triple Play)	USA	February - May 2010
17	HTML Project.	USA	January 2009 - Dec 2011
18	Chicago Sun Times	USA	March 2010 - November 2012
19	Yellow Pages	USA	April - September 2011
20	Vonage	USA	June - July 2011
21	Blue tone Mobility, Pulse & NECC Telecom	USA Canada & Australia	Sept. 2010 – March 2013
22	Your Green Planet	Australian	January 2010- March 2012
23	Auster Solar Ltd	Australian	Feb 2011- April 2013
24	Skysports.com	USA	June 2009 – Dec 2012
25	UK Absolute SS Grocery	UK	June 2009 – Dec 2011
26	Auster Solar Ltd	Australian	Feb 2018- May 2019

Overview of Major Works Undertaken in Domestic Market by Times ASL

SL	Name of the assignment	Company Name	Market	Assignment Duration
1	Flight Information Service (13602) Inbound Customer Care	Times ASL Call Center	Bangladesh	July 2012 –Continuing
2	Outbound Tele Marketing	Niagra Technolgy	Bangladesh	April 2010 – June 2011
3	Outbound Tele Marketing	Hot Loine Zone	Bangladesh	May 2009 – Dec 2011
4	Outbound SMS & E – Mail Marketing	Hot Loine Zone	Bangladesh	May 2012 – Nov 2012
5	Inbound Product wise Care center (Software & Branding)	ReBranding Hub	Bangladesh	April 2013 – Continuing
6	Outbound Tele Marketing (Web & Branding)	ReBranding Hub	Bangladesh	April 2013 – Continuing
7	Outbound Tele Marketing	Gonona Tech:	Bangladesh	June 2013 – Continuing
8	Skills For Employment Investment Program (SEIP)	Bangladesh Govt	Bangladesh	December 2016 – Continuing
9	She Power Project	Bangladesh Govt	Bangladesh	December 2018 – July 2019
10	Customer Support (Inbound)	The Metal Pvt. Ltd.	Bangladesh	June 2016 – Continuing
11	Outbound Tele Marketing	JTI-Japan	Bangladesh	December 2019 – Continuing



Detailed Illustration of Major Works Undertaken by TASL

Name of the Project: Outbound Telemarketing & Inbound Customer Supported		Country: USA Canada & Australia
Assignment Location within Country: Dhaka		Professional Staff Provided by TASL No. of Staff : 30
Name of client: Origin USA Direct Company		
Start Date (Month/Year): Sept. 2010	Completion Date (Month/Year): March 2013	
Name of Lead Firm, if Any: Client		No. of Person-Months of Professional Staff Provided by associated Consultants: N/A
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed: <ul style="list-style-type: none"> Omor Faruk (Project Manager) Tanvir Rihan (Project developer) Sarkar Mahtab Masud (Data Miner) Sonnet (Tech Engr) 		
Detailed Narrative Description of Project: TeleMarketing outbound telecom connection sale IO,Speed dial ,LD,calling card .Digital VOIP, Inbound coustomer care		
System Development Tools: Oracle 11g for Unix.		

Name of the Project: Skysports.com blog		Country: USA
Assignment Location within Country: Dhaka		Professional Staff Provided by TASL No. of Staff : 50
Name of client: MAX Origin USA Direct client		
Start Date (Month/Year): June 2009	Completion Date (Month/Year): Dec 2012	
Name of Lead Firm, if Any:		No. of Person-Months of Professional Staff Provided by associated Consultants: N/A
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed: <ul style="list-style-type: none"> Omor Faruk (Project Manager) Opolok Hossain (Business Process Analyst) Farzana Nimmi (HR) Tanvir Raihan Karim (Project Trainer) 		
Detailed Narrative Description of Project: Pure web blogging System Development Tools: Microsoft Office		

Name of the Project: Verizon (Cable, Internet and phone)		Country: USA
Assignment Location within Country: Dhaka		
Name of Client: Origin USA Direct Company		Professional Staff Provided by TASL :
		No. of Staff : 20
Start Date (Month/Year): June 2009	Completion Date (Month/Year): June 2010	
Name of Associated Consultants, if Any: N/A		No. of Person-Months of Professional Staff Provided by associated Consultants:N/A
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed: <ul style="list-style-type: none"> • Arifur Rahman Joy • Jahangir Alam, • Shakila Rahman, 		
Detailed Narrative Description of Project: Telemarketing Outbound telecom connection sale IO,Speed dial ,Long Distance, calling card. Digital VOIP		
Development Tools and Technology : ASP.NET, C#, MS IBM Server		

Name of the Project: Auster Solar Ltd		Country: Australia
Assignment Location within Country: Dhaka		
Name of Client: Australian Government Project		Professional Staff Provided by TASL:
		No. of Staff : 30
Start Date (Month/Year): Feb 2011	Completion Date (Month/Year): April 2013	
Name of Associated Consultants, if Any: N/A		No. of Person-Months of professional staff provided by Associated Consultants: N/A
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed: <p>Omor Faruk –Team Leader & Project Coordinator</p> <p>Tanvir Raihan Karim – Training Specialist</p>		
Detailed Narrative Description of Project: Auster Solar is a government project. Telecom sale of solar pannel for free		

Detailed Illustration of Major Works in Domestic Market Undertaken by TASL

Name of the Project: Flight Information Service (13602) Inbound Customer Care		Country: Bangladesh
Assignment Location within Country: Dhaka		
Name of Client: Times ASL Owen Campaign		Professional Staff Provided by TASL: No. of Staff : 30
Start Date (Month/Year): Feb 2012	Completion Date (Month/Year): Continuing	
24 Hours Shift 3		No. of Person-Months of professional staff provided by Associated Consultants: N/A
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed: Omor Faruk –Team Leader & Project Coordinator Tanvir Raihan Karim – Training Specialist		
Detailed Narrative Description of Project: Service will include: <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p># Flight Reporting time</p> <p># Departure and Arrival</p> <p># Flight Delay & Baggage Information</p> <p># Airport and Terminal Information</p> </div> <div style="width: 45%;"> <p># Help Desk</p> <p># Status of the Passenger</p> <p># Ticket Fare</p> <p># Hotel Information</p> </div> </div>		

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PBS program is designed for fresh, young talents desirous of starting a in data processing, back office services or transaction processing.

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PDCM trainees will add a value in information management, design, technology and creative oversight in the digital platform through web content management systems to track changes in content and check to see links are working correctly.

Finance & Accounting Outsourcing (FAO)

FAO program is designed for fresh, young talents with background in Business, Finance, Commerce or Accounting desirous of starting a career as financial process associates in the F&A domain or accounting.

English Language (EL)

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This course is very useful to all web programming guys to get everything in a one platform to make them professional on their career line with latest version of Bootstrap 4.1 and Laravel 5.7.

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This project-oriented course will enable students to use various techniques for building browser-based applications for dynamically generated websites, e-commerce etc.

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By the end of this course, you will be fluently programming in Java and be ready to make your very own Apps or start a job as an Android developer.

Creative Graphic Design



In this course you will learn through hands-on training and demonstration how to utilize the different tools and features available in Adobe Photoshop and Adobe Illustrator CS6.

Getting Started Front End Development with Angular



In this course we will teach you HTML, CSS, Application Development etc. If you want to build your career in this field and a front end developer than this course is only designed for you.

Picture of SEIP Training







Picture of SEIP Certificate Giving Ceremony







Picture of Others Activities



ICT Division Secretary visit our She Power Project





