

BHUTAN TELECOM LIMITED

MESSAGE FROM THE MANAGING DIRECTOR

The management of Bhutan Telecom Limited takes this opportunity to rededicate our commitments to put in humble efforts for the grand success of this august summit by providing uninterrupted telecommunications service.



Mr. THINLEY DORJI



A BRIEF HISTORY

The telecommunication services began in Bhutan in the early sixties with the commissioning of physical link connecting five major towns namely Phuentsholing, Thimphu, Paro, Dewathang and Trashigang. The history of telecommunications in Bhutan is as old as its planned economic development. Since then, the sector has undergone a significant transformation in terms of variety and quality of services offered and technology deployed. The telecommunication system saw a transition from the old analogue to a fully digital system.

The Internet service was introduced coinciding with the Coronation Silver Jubilee Celebration of His Majesty the Fourth Druk Gyalpo on 2nd June 1999. Bhutan Telecom was transformed from a government department to a public corporation in July 2000 giving the company autonomy to operate as a self-sustaining and progressing corporation with greater emphasis on maintaining as the leading provider of ICT services in the country with the most reliable and advanced telecom infrastructure.

The telecommunications sector has played a vital role in facilitating the development of our

economy and will continue to do so; especially in helping to achieve some of the most important government policies of attaining balanced regional development and decentralized administration.

The GSM cellular mobile service started in the country on 11th November 2003 coinciding with the Birth Anniversary of His Majesty the Fourth Druk Gyalpo. All the twenty districts were connected with cellular mobile service in February 2007. The 3G service was launched on 2nd May 2007. We hope to cover all 205 sub-districts by 2011.

VISION AND MISSION STATEMENTS

Vision

Always, be the leading provider of ICT services facilitating the attainment of Gross National Happiness.

Mission

To meet the ICT needs of Bhutan with the most reliable and advanced telecom infrastructure.

CORPORATE OBJECTIVES

- Enhance accessibility to telecommunications and its related services
- Improve customer care and reliability of services at all times
- Meet customer demands by offering a wide range of products and services at reasonable rates
- Enable and encourage growth of IT & IT enabled services and private businesses based on the Information and Communications Technology (ICT) in Bhutan
- Enhance functional and operational efficiency through office automation and pass on the benefits of these cost reductions to our customers
- Make concerted efforts to develop professionalism in all its employees
- Provide a reasonable rate of return to the stakeholders

CORPORATE BELIEFS AND ETHICS

Bhutan Telecom Limited is a responsible corporate entity always striving to be accountable through good corporate governance. It is guided by the following corporate ethics and beliefs in all its endeavors:

- To act responsibly towards local community embracing efficiency, transparency and accountability as its cornerstones for all operations
- To act responsibly in upholding the principle of balanced economic development through extension of telecommunications service to rural and remote areas of the country
- To promote and practice best work ethics by inculcating a sense of positive attitude in all its employees
- To motivate employees by encouraging to take initiative through appropriate incentives and rewards based on merits
- To develop human capacities and capabilities through education, training, and retraining of employees
- To diversify products and services to meet changing needs of its customers and
- To implement good internal control systems designed to ensure complete and accurate procedures to limit potential losses and lapses through fraud.



FIXED LINE TELEPHONE SERVICES

- Postpaid Telephony Services
- IN prepaid service
- Abbreviated dialing (short code)
- Call forwarding
- Call waiting
- Call holding
- 3-way call conference
- Wake up call
- Don't disturb
- Absentee subscriber
- Camp on busy
- Call barring
- Reversal facility
- Multi hunting
- Six digits easy to remember number
- Three digit premium easy to remember number
- Call details
- Hotline
- GMPCS service (Thuraya)
- GMPCS service (Iridium)
- And INMARSAT

DRUKNET (INTERNET) SERVICES

- Dial-up Internet
- High speed broadband
- Internet leased line
- Web hosting
- Mail hosting
- Web, mail and chat advertisement
- Domain name registration
- IPVPN
- Web designing service
- National peering
- IP Transit
- Point-to-Point (P2P)leased line
- International private leased circuit (IPLC)
- VoIP telephony

CELLULAR MOBILE SERVICES

- Prepaid voice services
- Postpaid voice services
- SMS service
- International roaming
- IMUP service
- MCA
- Call forwarding
- Call waiting
- Call hold
- CLIR facility
- E-billing with itemized details
- Charo-Charo (for prepaid service)
- CUG
- E-LOAD & paper recharge vouchers
- Data cards for mobile broadband
- High speed Internet (3G, GPRS/EDGE)
- Video call
- MMS
- Btunes
- Value Added Services like news, astrology jokes etc (Both IVR and SMS based)
- Bulk SMS solution
- Tele voting ■

CONTACT US

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BHUTAN TELECOM LTD.

ALWAYS THERE FOR YOU



Your Company, Your Network