



TELECOMMUNICATIONS REGULATORY

COMMISSION OF SRI LANKA

**ACHIEVING GOOD GOVERNANCE
PROVISION OF SERVICE INFORMATION
TO THE GENERAL PUBLIC**

January, 2000

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRI LANKA

1. Introduction

The Telecommunications Regulatory Commission of Sri Lanka (TRCSL - The Commission) is a Government Statutory Body established under the Sri Lanka Telecommunications Act No. 25 of 1991 (the Act), as amended by the Sri Lanka Telecommunications (Amendment) Act No. 27 of 1996. TRCSL is the successor to the Office of the Director General of Telecommunications.

The Commission does not provide telecommunications services but, encourages the efficient and orderly provision of these services by the private sector.

We perform the following major activities.

- Manage the radio frequency spectrum
- Act as an umpire for licensed telecommunications operators
- Look after the consumers in terms of service quality & price
- Enable and encourage expansion of Telecommunications networks and new services
- Ensure that different parts of networks work together
- Ensure that public interest in telecommunications is safeguarded

Our responsibilities are to:

- Provide policy advice and licence recommendations to the Minister of Telecommunications
- Maintain the spectrum resource in optimal condition as its sole manager
- Provide fair, transparent, prompt and effective decision processes to operators
- Ensure that the different parts of Sri Lanka's telecommunication networks operate properly by assuring standardization
- Create safeguards to protect consumers from the exercise of market power and information analysis

2. Services Provided by Us:

1. Issue Vendor's Licence & Type Approval for importation of telecommunication equipment.
2. Issue Licences for Radio Communication Equipment.
3. Conduct Examinations ie. Maritime and Radio Operators.
4. Pursue action when complaints are received.
5. Make recommendations to the Hon. Minister on the issue of System Licences.
6. Library facility.

2.1 Procedure for obtaining Vendor's Licence & Type Approval for the importation of telecom equipment like Telephones, Facsimile Machines, Private Automatic Branch Exchanges etc.

As laid down in the Act, no person shall trade in telecom equipment unless approval is obtained from the Commission by the way of Vendor's Licence and then Type Approval for specific type of terminal equipment intended to be connected to the telecom networks.

- (a) An Application for such Vendor's Licence could be obtained from the Commission without any payment.

The duly completed application form should be submitted along with

- * The Business Registration Certificate
- * The Memorandum & Articles of Association
- * Details of the availability of Workshop facilities & the staff & their qualifications.
- * Technical Specifications of the telecom apparatus.

Where deemed necessary a Commission official may inspect the workshop facilities and a Vendor's Licence valid for twelve (12) consecutive months from the date of issue, renewable thereafter, would be issued to the successful applicant.

The fees payable for such licence shall be according to schedule 11 of the application form, a sample of which is at Annexure No. 1.

- (b) For Type Approval, the applicant should make a request to the Commission in writing providing all the technical details of the equipment to import a sample for testing purposes.

The applicant will be given a Type approval form for which no fee is levied. This form has to be completed and submitted along with the sample. The format for this form is at Annexure II.

Based on the test results and the model features, the Commission may issue the provisional Type Approval which will be valid for a six(6) month period. During the said period, the applicant would be bound to submit the customer installation record and performance certification as deemed necessary by the Commission.

Full approval will be given thereafter for a period of five (5) years taking into consideration the performance of the apparatus and the information provided by the applicant.

- *Any person on his return from overseas is allowed to bring in terminal equipment for personal use which are type approved by the Commission. In such instance, the person need not obtain any certificate from the Commission Office and can clear the equipment through Customs subject to the number of units being limited to two telephone instruments, one fax machine, one answering machine and one modem. However, a fax machine with a cordless telephone attachment is subject to approval by the Commission. The Commission Office has already informed Sri Lanka customs the details of the terminal equipment which are type approved by the Commission.*

For any other model or for quantities in excess of the stipulated, Commission approval is required. Requests for such clearance will be considered on a case by case basis and should be addressed to the Director General of the Commission. Application form is at Annexure III.

Contact Officer: Assistant Director/Type Approval – Technical Division
& Vendor Licence

Tel. No. 6892 40

2.2 Procedure for Licensing of Radio Communication Equipment

Frequencies are assigned by the Commission to radio communication users who are authorized to operate radio equipment. The assignments are carried out as per the recommendations stipulated by the International Telecommunication Union (ITU).

- Application for such frequencies should be made in the prescribed form available at the Spectrum Management Division of the Commission. Samples are given in Annexure IV – IV.7.
- The applicant is requested to apply to the Director General of Telecommunications with site, equipment and other technical details together with the completed application form.

- The request is carefully studied by the Spectrum Division to assess the technical feasibility. If it is feasible, the frequency is assigned.
- Thereafter the application is forwarded to the Ministry of Defence with relevant technical details. If the application is cleared from Ministry of Defence the applicant is informed of the frequency assignment and requested to submit confirmation that the equipment is programmed only to the assigned frequency by the manufacturer.
- After receiving confirmation from the manufacturer, charges are levied as per the Gazette notification No. Ex.929/10 of 25th June 1996. Upon the receipt of the payment clearance letters are issued to the Controller of Imports and Exports and the Director General of Customs.
- Inspection is carried out by Commission officers and the Licence is issued to the user.

Contact Officer: Assistant Directors (Spectrum Management) / Technical Division
Tel. Nos. 683840 -3, 683961, 692014, 689240, 683863

2.3 Examinations conducted by the Commission

The Commission which has been vested with the responsibility of issuing certificates of competence in maritime mobile communications conducts three examinations with the assistance of the Department of Examinations. These are

- a) The Maritime Radio Communication General Certificate*
- b) Restricted Operator's Certificate of Proficiency in Radiotelephone*
- c) Amateur Radio Operator's Licence*

(a) The Maritime Radio Communication General Certificate

Within the next two years, the Global Maritime Distress & Safety System (GMDSS) examination will be held instead of this examination. Until then the Commission has permitted the Colombo International Nautical and Engineering College (CINEC) which is affiliated to the Association of Maritime Radio Electronics College of UK to conduct the GMDSS examination and award the United Kingdom certificate to successful candidates. This Institute is located at Crow Island, Colombo 15.

At present, a course fee of US\$ 625 is charged by CINEC and students are required to pass two theory papers on Solars & Regulations and the practical test on "Watch Keeping and Operational Aspects" in accordance with British Certificate requirements.

As an interim arrangement to obtain a certificate from the local administration, the Commission has arranged to conduct the theory examination and the practicals at CINEC in due course.

(b) The Restricted Operator's Certificate of Proficiency in Radio Telephony

According to International Radio Regulations, no person shall operate any radiotelephony equipment without the approval of the Administrator (the Commission). In this regard, the minimum certification required to be a Radio Operator is to have the *Restricted Operator's Certificate of Proficiency in Radio Telephony*.

This is primarily meant for Radio Operators in fishing trawlers, who have to prove their competency to send distress signals via HF transmitters, in the event of an emergency.

* At the examination oral questions are asked and candidates are tested on their knowledge of Morse Code. No formal qualifications for entry are required and the examination is conducted depending on the number of requests made to the Commission. At present, an islandwide program is being carried out to educate the fisherfolk of **this International requirement** of having at least the restricted licence.

Application form is at Annexure V.

(c) The Amateur Radio Operator's Licence

The Amateur Radio Operator's Licence comprises four categories viz. Advance Class, General Class & Novices Class A & B. This examination is primarily meant for associate members of the Radio Society of Sri Lanka, who are aspiring to become radio amateurs.

Any person above fourteen (14) years of age is eligible to enter for the examination.

The Examination comprises of two compulsory written papers, one on Advanced Electrical Technology & Radio Communications and the other on Licensing conditions, Operating practices & procedures. There will be a practical test on Morse Code. Depending on the category, the requirement for Morse code speed will differ.

Examinations are usually conducted in English Medium twice a year and the Commission is considering the possibility of conducting the examinations in Sinhala and Tamil also. The required application form could be obtained from the Commission Office free of charge (Annex VI). The other details could be obtained from the Commission Office or from the gazette notification which would appear four weeks prior to the date of the examination.

The Syllabus could be obtained by making a payment either in cash or a Money Order drawn in favour of the Telecommunication Regulatory Commission of Sri Lanka.

Advance Class	Rs. 45.00
General Class	Rs. 28.25
Novice A/B	Rs. 16.75

Amateur Radio Exam Fees:	<u>Written Test</u>	<u>Morse Test</u>
Advance Class	Rs. 270.00	135.00
General Class	Rs. 135.00	135.00
Novice A Class	Rs. 135.00	67.50
Novice B Class	Rs. 135.00	-

The above charges are subject to change and includes GST .

Contact Officer : Assistant Director / Technical Standards - Technical Division.
Tel. No. 689347

2.4 Pursue action when complaints are received.

Section 9 of the Act (No. 25, of 1991) as amended allows a subscriber or a member of the public to make complaints to the Commission regarding a telecommunications services provided by an operator. The Commission is empowered to make investigations and appropriate remedial measures to be taken as required. Section 9(2) provides for the Commission to direct an operator to take necessary steps for the rectification of such case or matter and to direct the operator to provide financial redress wherever necessary.

Procedure to make a complaint to the Commission: - Please see Annexure VII

Contact Officer : Assistant Director / Consumer Relations – Economic Division
Tel. No. 673079

2.5 System Licence Application Procedures

- According to the Act Government Statutory clearance is required for the operation of a telecommunications system. (Section 17). The Commission will make recommendations to the Hon. Minister on the issue of System Licences.
- Some of the Major Regulatory Policies (current) governing the issue of a System Licence are:

(a) Basic Voice Telephone Services

- New licences will not be issued for the provision of basic fixed wire telephone services until 5th August 2002.
- Duopoly status of the two licensed Wireless Local Loop (WLL) operators (Suntel and Lanka Bell) will be continued until year 2000, and for a further five year period if certain specified performance targets stipulated in their licences are met.
- Fixed basic voice telephone service operators (Sri Lanka Telecom and two WLL operators) will not be permitted to provide mobile services.

(b) Mobile Telephone Services.

- New licences will not be issued to provide mobile telephone services until year 2000.
- The existing four mobile operators will not be permitted to provide fixed services, whether wireless or wireline.
- The mobile operators using analogue technologies at present will be encouraged to migrate to new digital technologies to provide better and efficient services.

(c) Data Communication Services.

No licences will be issued to facilities -based operators to provide data communication services until 2002. However the licence for provision of data communication services using infrastructure leased from licensed operators, will be permitted. The relevant licence fee is calculated as follows:

System Operator Licence Fees	: Rs. 3,000,000.00
Add: G.S.T. @ 12.5%	: <u>Rs. 375,000.00</u>
Total amount due	: <u>Rs. 3,375,000 .00</u>

(d) GMPCS (Global Mobile Personal Communications by Satellite) Services.

GMPCS systems do not require system licenses issued by the Minister, unless a GMPCS gateway earth station is located in Sri Lanka. However licence is necessary for use of frequencies within the range allocated by the International Telecommunication Union (ITU).

(e) International Telephone Services:

New licenses will not be issued for the provision of international telephonic services prior to 5th August 2002.

Application procedure to obtain a licence under sec 17 of the Act

The request should be made in writing along with the following:

- ❖ Project proposal (including network configuration, details of network equipment, proposed investment, projected cash flow statement, implementation schedule, tariff structure)
- ❖ Company Profile
- ❖ Certificate of Incorporation
- ❖ Memorandum and Articles of Association
- ❖ List of Directors (Form 48)
- ❖ Tax Clearance Certificates in respect of the Directors
- ❖ Audited accounts for the two preceding years
- ❖ Evidence of the availability of financial, managerial and technical resources to provide the services for which a licence is requested.

Contact Person : Assistant Director/Surveillance
Tel. No. 694773

2.6 Library Facility

Public documents regarding the activities of the Commission such as Public notices, press releases, gazette notifications, system licences issued to operators etc. and a large number of books and journals which provide an insight into the development and current trends in the field of telecommunications are available to the public for reference.

Contact Officer : Assistant Director / Information and Documentation
Tel. No. 684865

3. Other Services Provided by the Commission

3.1 Quality of Service

Section 5(r) of the Act (No. 25 of 1991) as amended empowers the Commission to monitor the quality of services provided by operators in order to ensure that these services conform to standards set by the Commission.

- The Commission is in the process of implementing rules for Quality of Service parameters.

For further information contact the Economic Division

3.2 Re-seller Permit

Under Sec 18A of the Act the resale of telecommunications facilities is prohibited unless the operator has obtained a permit from the Commission. The re-seller will have to obtain a certificate from the operator who has provided these facilities.

The public should look for this certificate, the Code of Conduct and the charges/prices, which have to be displayed in a conspicuous place in the bureau so that they will be aware of the amount they will have to pay for the services obtained. If any bureau or re-seller conducts re-selling services without being registered, the public could inform the Commission by providing the following details.

- (1) Name of the Bureau/Re-seller
- (2) Address
- (3) Telephone Numbers (if possible)

(A re-seller is considered to be registered if the certificate charges and the Code of Practice is displayed in a conspicuous place of the premises).

All data regarding re-selling activities will be in a database at the TRC.

For further information contact the Legal Division.

3.3 Tariffs

Under section 5(k) of the Act as amended all tariffs (except the WLL operators whose tariffs are not at present regulated by the Commission) for Telecommunications Services which are provided by operators should be approved by the Commission in consultation with the Hon. Minister.

For further information contact the Economics Division.

3.4 Surveillance

The Commission keeps an eye on the telecommunications sector, to maintain a satisfactory service to the customers and that the telecommunications sector develops in a manner which ensures a sustainable telecom market to the licenced operators. TRC looks at all the functions and activities relevant to the telecommunications sector and checks whether they comply with the statute and license requirements. The main areas currently in focus are:

- Whether the operator licence conditions are adhered to.
- Monitoring the implementation of conditions given in orders issued by the Commission
- Monitoring whether the directions of the Commission are fulfilled by the relevant parties
- Monitoring whether the provision of the Telecommunication Act are violated.

To do these effectively and efficiently the general public can also assist the Commission by informing the Commission of such violations.

For further information contact Economics Division.

3.5 Public Hearing

The Commission conducts Public Hearings in order to obtain the view of Members of the public relating to issues in the field of telecommunications which affect them. The Commission's intention to promote and encourage greater participation by the public in the affairs of the Commission is reflected in section 12 of the Act which relate to Public Hearings. The public are informed thereon the electronic and print media the subject matter, procedure and details relating to the above. All written submissions and any determinations made or decisions taken by the Commission regarding the subject matters under inquiry are documented. The public could access these documents, and the proceedings of the public hearing is open to the public.

The Committee of Inquiry appointed is vested with Quasi Judicial Powers and the hearing is conducted in accordance with the Rules of Natural Justice.

For further information contact the Legal Division.

The Telecommunications Regulatory Commission of Sri Lanka reserves the right to change, add or alter the procedures stated herein, from time to time.

This is not a legally binding document and the information provided herein is for purposes of General information only.

4. Further Information:

Information about TRCSL is available on the web at www.trc.gov.lk. (e-mail : dgtsl@st.lk). Further information and clarification could be obtained by contacting the Assistant Director Media & Public Relations on Tel: 689345, 689351, 689352, 671676 and Fax: 689341.

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRI LANKA

**SCHEDULE 1
FORM A**

APPLICATION FOR ISSUE/RENEWAL OF VENDORS LICENCE

(Refer Notes i, ii and iii or guidance)

1. Purpose activity or combination of purposes/activities for which a Vendor Licence is required:
.....
.....
2. Name of Applicant/Licence:
3. Business Registration Number:
(Photostat copy of the Certificate of Incorporation issued by the Registrar of Companies should be attached)
4. Registered Business Address:
5. Telephone Number:
6. Address of:-
 - (a) Trading Outlet:-
 - (b) Maintenance/Repair Centre:
 - (c) Stores/Warehouse:
7. Particulars of principles abroad represented by applicant:

	<u>Name</u>	<u>Address</u>	<u>Tele No. Telex/Fax Nos.</u>
1.
2.
3.

8. Particulars of telecommunication apparatus relating to the purpose or activity in respect of which application is being made:

<u>Make</u>	<u>Model</u>	<u>Country of Origin</u>
1.
2.
3.

9. Arrangements for maintenance, repair and after-sales service:

9.1 Professional and Technical staff:

	<u>Name of Person/Persons</u>	<u>Name of Institution</u>	<u>Qualifications</u>	<u>Experience</u>
1.
2.
3.

9.2 Type Workshop Equipment:

9.3 Type of test Gear:

(a) Fault diagnosis

(b) Calibration etc.

10. Date on which the Vendors Licence issued (if any) is due to expire:

I/We undertake to observe all provisions of the Licence and to be bound by all rules and regulations now in force or which may be subsequently promulgated for the control of telecommunication apparatus.

Signature of applicant/Licensee:

Designation of Applicant/Licensee in the Company:

Nationality and National identity Card No:
(Passport No. & Date of issue in case of non National)

Date:

Signature:

Notes:

- (i) Attached separate sheets where necessary giving reference to the number of sheets attached.
- (ii) Each such sheet should be Authenticated by the applicant and numbered serially.
- (iii) Each annex should be identified by distinct label quoting reference to the relevant item and page in the application form.

(Complete form in block letters and submit to the Director General of Telecommunications)

SCHEDULE II

No.	Purpose/Activity	Fee
1.	Manufacture/Import/Dealing In/Sale/Offer for sale of Telecommunication Apparatus.	Rs. 5,000.00 (per factory/ trading outlet)
2.	Transfer Hire/Lease/Demonstration of Telecommunication Apparatus.	Rs. 2,500 (per trading outlet)
3.	Installation/Establishment/Maintenance or Repair by way of trade of Telecommunication Apparatus.	Rs. 2,500 (per trading outlet)

Annex II

QS/FRM/TYP/1B/93

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRI LANKA

**Application for Type Approval of Telecommunication
Terminal Equipment**

Vendor Ref.

Type Approval of
Customer Equipment/Terminal Apparatus/PABX

1. Name of Applicant/Organization:
2. Address:
3. Contact Telephone No/s:
4. Particulars of Vendor Licence possessed to sell Telecommunication equipment:
5. General description of equipment requesting type approval:
6.
 - (a) Equipment Trade Name:
 - (b) Model No:
 - (c) Country of Manufacture:
(submit country of origin certificate or sufficient proof to support same)
 - (d) First Year of Manufacture:
 - (e) Supplier:
 - (f) Manufacturers Rated Life Period:
7. Power Source:
 Battery 230V AC Line Powered
8. Method of connection to Telecommunication network:
 Direct Acoustic Optical
 Using permitted customer equipment

[] Any other (please specify)

One set of the following documents to be attached:

9. System drawings, documentation, technical descriptions, user instructions, sales brochures etc., (to be attached with this application)

10. Technical specifications/Standards to which the equipment conforms:

11. Type Approval granted for this equipment by any other organization/authority, **outside Sri Lanka**
Give relevant details;
 - (i) Organization:
 - (ii) Approval No:
 - (iii) Date:
 - (iv) Equipment:

12. Test House reports (availability of test reports will speed up the type approval process).

13. Conformity to Telecommunications Regulatory Commission of Sri Lanka specifications.

14. State whether the items imported are new/used (Note:1)

15. If this application is for a variation in a model which is already type approved, list all variations.

16.
 - (a) Availability of sample model for test.
 - (b) Are the Markings on the equipment conform with the requirements in Note 3.

For PABX and Key Telephone Systems only

17. Protection arrangements at the main distribution frame and ratings of protectors provided.
 - (a) Central Office lines

(b) Extension lines

18. Supervisory tones generated:

(a) Their respective timings

(b) Voltages and frequencies

(c) Compliance of above with CCITT requirements

In the event the information furnished in this application being proved incorrect the type approval will be withdrawn and equipment retained by the Commission.

I accept above conditions regarding type approval.

Date:-

Signature of Applicant

(Note 1): It will be the applicants responsibility to prove that the items are new/used.

(Note 2): This approval is restricted to equipment permitted under a particular type approval number. Fresh approval is required in case of any changes in specifications and or designs.

(Note 3): All samples should carry markings pertaining to the trade name, model and country of manufacture.
These markings shall be in a permanent manner, that is, cast or etched into the equipment or affixed by a plate or a label which cannot be removed except by destroying or defacing it.

Instructions for completing the application form

(1) Approval is granted only for a specific piece of equipment.

(2) Country of origin refers to the country of manufacture.

(3) Variations in a model means

(a) Changes in appearance.

(b) Minimal functional changes.

(c) Changes or additions in features/facilities.

If sample equipment submitted for type approval is not approved, same will be retained by the Commission.

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRI LANKA

Application for permission to clear Telecommunication equipment
From Director General of Customs

- (1) Name of Applicant in Full :
(Block Letters)
- (2) Postal Address:
- (3) Contact Telephone Nos:
- (4) (a) Passport No:
(b) Country & date of issue:
or
Business Registration No:
(In case of a company)
- (5) Customs Retention Receipt No & Date:
- (6) Details of equipment:

Category/Type	Make & Model	Quantity

FOR EQUIPMENT TO BE CONNECTED TO TELEPHONE LINES ONLY

- (7) Telephone number to which above equipment is connected:
- (8) Are you the legal use of the telephone of 7 above:
(If no. please see overleaf)

I agree to produce within SEVEN DAYS the above telecommunication apparatus for testing after same is released by the Customs authorities.

I have no objection to the retention and confiscation of the above equipment by the Director General of Telecommunications if the technical parameters and operational conditions do not agree with the standards of Telecommunications Regulatory Commission of Sri Lanka or if the information provided by me on this form is proved to be incorrect.

I do hereby declare the information furnished above is true and correct.

Date:

Signature of Applicant

TO BE FILLED ONLY IF THE USER OF EQUIPMENT IS DIFFERENT FROM THE APPLICANT

1. Name of the user:-
2. Address of the user:-
3. Contact Telephone No/s:-
4. Passport or National Identity Card No:-
5. Details of Equipment:-

Type of Equipment	Make & Model Nos.	Quantity

FOR EQUIPMENT TO BE CONNECTED TO TELEPHONE LINES ONLY

6. Telephone number to which above equipment is connected:-

I do hereby declare that I am the legal user of the telephone and I have no objection to the retention and confiscation of the above equipment by the Director General of Telecommunications if the information provided by me is proved to be incorrect.

The information furnished is true and correct.

Date:-

Signature of User:

INSTRUCTIONS

Please submit the following with your application:

1. Photocopy of the recent bill of the telephone to which the equipment to be connected.
2. Photocopy of the Customs retention receipt.
3. Photocopy of the Technical specifications of the equipment.
4. Photocopy of the Passport/National Identity Card of application User.

Originals of above should be submitted for examination and returned

Ref No:

FOR OFFICE USE ONLY

Please issue letter for clearance.

17. Details of equipment: (Photocopy of Technical Specification of the equipment should be attached)

TYPE OF STATION	MAKE & MODEL	SERIAL NO	TX POWER OUTPUT	CHANNEL SPACING	NECESSARY BANDWIDTH	CLASS OF EMISSION
BASE/FIXED						
MOBILES						
PORTABLES (HANDHELDS)						
REPEATER						
ANY OTHER						

18. Details of antenna (Radiation patterns of the antenna must be furnished)

STATION	TYPE	HEIGHT ABOVE GROUND LEVEL (MET)	MAXIMUM GAIN	AZIMUTH	BEAM WIDTH	POLATIZATION
BASE/FIXED						
MOBILE						
PORTABLES (HANDHELDS)						
REPEATER						

I do hereby certify that above data supplied by me is complete, true and correct.

Date:-

Applicant

Signature of

Name of Applicant:

.....

(OFFICE USE ONLY)

1. Amount Paid:
2. General Receipt No:
3. Licence No:
4. Date of Issue/Renewal of Licence:
5. Allocated frequency/frequencies:
6. Observations/Remarks:

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRI LANKA**Application for issue/Renewal of Guest Radio Licence****(Period of validity to)**

- (1) Name of Applicant in full (BLOCK LETTERS):
- (2) Postal Address in Home Country:
- (3) Nationality:
- (4) Passport No. and country of issue:
- (5) Profession:
- (6) (a) Date of birth: (b) Age:
- (7) Whether you possess visitor's permit or Residence permit:
- (8) Previous Amateur Radio Licence in Sri Lanka:
- (9) The resident Address in Sri Lanka with telephone number:
- (10) Period of stay in Sri Lanka: From To
- (11) Whether you possess an amateur radio licence issued by the Radio Regulatory Division of the Telecommunications Administration of your home country; is so,
 - (a) Class of licence:
 - (b) Bands of Operation:
 - (c) The call sign allocated:
 - (d) Country of issue:
 - (e) Date of Issue:
 - (f) Date of Expiry:

(12)

Type of Station	Location of Station or Registration No. of the Mobile	Number of units
Base/Fixed		
Mobiles		
Portables/Handhelds		
Additional		

(13) TECHNICAL DETAILS OF EQUIPMENT (photocopies of technical specifications of equipment should be furnished)

Equipment	Make & Model	Serial No	Tx Power	Additional Frequency Bands	Class of Emission
Base/Fixed					
Mobiles					
Portable/ Handhelds					
Additional					

(14) Supplementary Information:

I do hereby declare that the information furnished above is complete, true and correct to the best of my knowledge and agree to observe Sri Lanka rules and regulations concerning Amateur Radio Service.

Signature of Applicant

Date:

Name of Applicant:

(INSTRUCTIONS)

Please submit following with your application

1. Photocopy of the Amateur Radio Licence of the home country.
2. Photocopies of Technical specifications of equipment.
3. Two (02) passport size photographs.
4. Police clearance certificate from the country of origin.
5. Letters from two local referees.

(FOR OFFICE USE ONLY)

- (1) Amount Paid:
- (2) General Receipt No dated
- (3) Licence No:
- (4) Date of Issue/Renewal of licence:
- (5) Observations/Remarks:

Annex IV.2

Licence No:

File No:

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRILANKA

**Application for issue or renewal of Amateur Radio Licence
(Period of validity from to)**

- (1) Name of Applicant in full (BLOCK LETTERS)
- (2) Postal Address:
- (3) Class of licence:
- (4) Call Sign:
- (5) Passport No:
- (6) Registration number of the National Identification Card:
- (7) (a) Date of Birth: (b) Age:
- (8) Nationality:
- (9) Profession:
- (10) Telephone Nos: (Office) (Home)
- (11) DETAILS OF COMMUNICATION POINTS:

Type of Station	Location of Station or Registration No of the Mobile	No. of units
Base/Fixed		
Mobile		
Portable/Hand held		
Additional		

- (12) TECHNICAL DETAILS OF EQUIPMENT
(Photocopies of technical specifications of equipment should be furnished)

Equipment	Make & Model	Serial No.	Tx Power	Radio Frequency bands	Class of emission
Base/Fixed					
Mobile					

Portable/Hand held					
Additional					

(13) DETAILS OF ANTENNA

Station	Type	Maximum Gain	Height above ground level	Polarization
Base/Fixed				
Mobile				
Portables				
Additional				

(14) Details of additional equipment and purpose of use:

(15) Supplementary information:

I do hereby declare that the information furnished above is complete, true and correct to the best of my knowledge.

Date:

.....

Signature of Applicant

Name of Applicant:

(INSTRUCTIONS)

Please submit following with your application.

- (1) Two (2) Passport size photographs.
- (2) Photocopies of the technical specifications of the equipment
- (3) To furnish documentary proof that the applicant has passed Radio Amateur written examination and the morse test.
- (4) Testimonials of applicant from two referees who are not relations of the applicant (Applicable only for new applications.)

(FOR OFFICE USE ONLY)

- (1) Amount paid:
- (2) General Receipt No: dated
- (3) Licence No:
- (4) Date of Issue/Renewal of licence:
- (5) Observations/Remarks:

File No:

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRI LANKA

**Application for issue or renewal of Aircraft Station Radio Licence
(Period of validity from to)**

- (1) Name of Owner:
- (2) Postal Address:
- (3) Telephone numbers:
- (4) Call sign or identification:
- (5) Nationality & Registration Mark of the Aircraft:
- (6) Type of Aircraft:
- (7) Class of Aircraft:
- (8) The route of Operation
 - (a) International:
 - (b) National
- (9) (a) Maximum-Takes-off-weight (M.T.O.W):
(b) Gross-Takes-off-weight (G.T.O.W):
- (10) **DETAILS OF PRESENT AIRCRAFT STATION LICENCE**
(Photocopy of the Aircraft Station Licence should be attached)
 - (a) Nationality & registration mark of Aircraft:
 - (b) Call sign or identification:
 - (c) Type of Aircraft:
 - (d) Period of validity:
 - (e) Supplementary information:
- (11) **EQUIPMENT INSTALLATION**
(Photocopy of the equipment installation certificate & specification should be attached)
 - (a) Transmitters.

Equipment	Make & Model	Serial	TX Power	Class of Emission	Frequency Bands
MAIN					
EMERGENCY					
SURVIVAL CRAFT					
VHF					
OTHERS					

(b) RECEIVERS

EQUIPMENT	MAKE & MODEL	FREQUENCY BANDS

(c) Details of other equipment:

(12) Details of Radio Operator Certificates:

I do hereby certify that above data supplied by me is true and correct.

Date:

.....

Signature of Applicant

Name of Applicant:

INSTRUCTIONS

Please submit following with your application.

- (1) Photocopy of the present Aircraft Station Radio Licence
- (2) Photocopy of the Equipment Installation Certificate with specifications
- (3) Photocopy of the Aircraft Registration Certificate
- (4) Photocopy of the Radio Operator Certificate
- (5) Photocopy of the certificate of Airworthiness

(For Office Use Only)

- (1) Amount paid:
- (2) General Receipt No: dated:
- (3) Licence No:
- (4) Date of Issue/Renewal of licence:
- (5) Observations/Remarks:

Annex IV.4

File No:

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRI LANKA

**Application for issue or re newal of a Ship Station Radio Licence
(Period of validity from to)**

1. Name of the Ship/Vessel:
2. Country of Registration:
3. Particulars of Owner
 - (a) Name:
 - (b) Postal Address:
 - (c) Telephone, Telex & Facsimile Nos:
4. Particulars of Agent:
 - (a) Name:
 - (b) Postal Address:
 - (c) Telephone, Telex & Facsimile Nos:
5. Particulars of Accounting Authority:
 - (a) Name:
 - (b) Postal Address:
 - (c) Telephone, Telex & Facsimile Nos:
6. Class of Ship/Vessel:
7. Gross Tonnage:
8. Size of Ship/Vessel (Overall length):
9. Areas of operation:
10. **DETAILS OF PRESENT SHIP STATION LICENCE**
(Photocopy of the ship station licence should be attached)
 - (a) Call sign:
 - (b) Country of Issue:
 - (c) Country of Registration:
 - (d) Period of Validity:
 - (e) Public correspondence category:
 - (f) Supplementary information:
11. **EQUIPMENT INSTALLATION**
(Photocopy of the equipment installation certificate should be attached)
 - (a) TRANSMITTERS

EQUIPMENT	MAKE & MODEL	SERIAL NO.	TX POWER (WATTS)	CLASS OF EMISSION	FREQUENCY BANDS
MAIN					
EMERGENCY					
SURVIVAL CRAFT					
VHF					
OTHERS					

(b) RECEIVERS

EQUIPMENT	MAKE & MODEL	FREQUENCY BAND
MAIN		
RESERVE		
WATCH		
OTHERS		

(c) OTHER EQUIPMENT

EQUIPMENT	MAKE & MODEL	CONDITION
DIRECTION FINDER		
AUTO ALARM APPARATUS		
AUTO KEYING DEVICE		
R/T ALARM GENERATOR		
RADAR		
SATELLITE NAVIGATION		
OTHERS		

12. DETAILS OF RADIO OPERATOR'S CERTIFICATES

.....

I do hereby certify that above data supplied by me is true and correct.

Date:

.....

Signature of Applicant

Name of Applicant:

INSTRUCTIONS

Please submit following with your application.

1. Photocopy of the present Ship Station Radio Licence
2. Photocopy of the Equipment Installation Certificate with specifications
3. Photocopy of the Radio Operator's Certificate
4. Photocopy of the Ship Registration Certificate issued by Director of Merchant Shipping
5. ITU Notification form

(For Office Use Only)

1. Amount paid:
2. General Receipt No: dated:
3. Licence No:
4. Date of Issue/Renewal of licence:
5. Observations/Remarks:

DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA
Application for the Allocation a Call Sign & Issue of
Temporary Licence Pertaining to Ship Station

1. Name of the Vessel :
2. Name of Applicant :
3. Address :
4. Name of Owner :
5. Address :
6. Name of Agent :
7. Address :
8. Class of Ship :
9. Gross Tonnage :
10. Details of Present Ship Station Licence
 - (a) Country of Issue :
 - (b) Period of Validity :
 - (c) Call Sign :
 - (d) Technical Details :
(Photocopy of the
Ship Station Licence
Should be attached)

Date:

.....
Signature of Applicant

NOTE: Notification of Ship Station particulars form should be submit in complicate together with a cheque for Rs. drawn in favour of the “Director General of Telecommunication A/C. 13298 Central Bank of Sri Lanka”.

- (*) Rs. 10,000 if over 1600 tons
Rs. 5,000 if over 300 tons & less than 1600 tons

Rs. 1,000 any other vessel other than above.

Annex IV.6

File No:

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRI LANKA

- (1) Name of Applicant in full (Block letters):
- (2) Postal Address:
- (3) Registration number of the National Identification Card:.....
- (4) Passport No:
- (5) Profession/Occupation:
- (6) Telephone Nos. (Official) (Residence)
- (7) Telephone number of the use to which the cordless telephone is to be connected

(8) Technical details:

Equipment	Make & Model	Serial No.	Tx. Frequencies	Modulation
BASE UNIT				
HAND UNIT				

- (9) Nominal effective range:
- (10) Name & Address of the manufacturer of the equipment:
- (11) Name & Address of the Local Agent/Dealer:
- (12) Purpose of use:
- (13) I agree to produce the above cordless telephone for testing on sooner the same is released by the Custom Authorities.
- (14) I have no objection to the detention of above cordless telephone by the Director General of Telecommunications. If
 - (1) The range of operation exceeds 500 meters
 - (2) The radio frequencies are not compatible with the national radio regulations.
- (15) I agree to notify the Regional Telecommunication Engineer of the Area prior to actual installation of the cordless telephone.

Date:

.....

Signature of Applicant

INSTRUCTIONS

Please submit following with your application

- (1) Photostat copy of Telephone agreement or recent Telephone Bill of the telephone to which the equipment to be connected.
- (2) Photostat copy of the Customs letter (Detention of Passengers Baggage)
- (3) Cash for Rs. 1200/- + G.S.T. (12.5%) = 1350/-
- (4) Photostat copy of National Identification Card/Passport of applicant & User
- (5) Photostat copy of the technical specifications of the equipment
(Photostat copies should be submitted with originals)

(FOR OFFICE USE ONLY)

- (1) Amount Paid:
- (2) General receipt No.:
- (3) Licence No.:
- (4) Date of issue of licence:
- (5) Observations/Remarks:

This is to certify that Mr./Mrs./Miss.
of
is authorised to use Cordless Telephone connected to his/her telephone number
..... only.

Date:

for Director General of Telecommunications

Annex IV.7

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2' mkh(-

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uj f. aku" / I bdj yd , nkh(-

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THIS FORM MUST BE COMPLETED IN BLOCK LETTERS INK
APPLICATION FORM

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRI LANKA

**TEST FOR THE ISSUE OF RESTRICTED OPERATOR'S CERTIFICATE OF
PROFICIENCY IN RADIO TELEPHONY
BY THE DIRECTOR GENERAL OF TELECOMMUNICATIONS**

1. SURNAME:
2. FORENAMES:
3. POSTAL ADDRESS:
4. NATIONALITY:
5. REGISTRATION NUMBER OF THE NATIONAL IDENTITY CARD:
6. DATE OF BIRTH:
7. ENTRY QUALIFICATIONS: (Evidence should be furnished)

Year	Title of Subject	Grade

8. ANY OTHER INFORMATION

I do hereby declare that to the best of my knowledge and belief the particulars furnished by me are true and correct. I confirm that I have read and understood the examination rules & regulation as published in the Gazette Notification and I agree to abide by these rules and regulations.

Date:

.....

Signature of Candidate

ATTENTION

I certify that
who is resident of
and known to me personally placed his signature in my presence today.

Signature of attestor

Date

Name

Designation

Postal Address

OFFICE USE ONLY

- (1) Examination fee paid
- (2) General receipt number dated
- (3) Observations/remarks

THIS FORM MUST BE COMPLETED IN BLOCK LETTERS INK
APPLICATION FORM

Office use only:

File No:

Index No:

TELECOMMUNICATIONS REGULATORY COMMISSION
OF SRI LANKA

**EXAMINATION FOR THE ISSUE OF AMATEUR RADIO OPERATOR'S
LICENCE
BY THE DIRECTOR GENERAL OF TELECOMMUNICATIONS**

1. CATEGORY OF LICENCE REQUIRED:
2. SURNAME:
3. FORENAMES:
4. POSTAL ADDRESS:
5. NATIONALITY:
6. REGISTRATION NUMBER OF THE NATIONAL IDENTITY CARD:
7. DATE OF BIRTH:
(Photocopy of the Birth Certificate should be attached with the Entry Form)
8. ENTRY QUALIFICATIONS: (Evidence should be furnished)

Year	Title of Subject	Grade

9. PREVIOUS ATTEMPTS (list below details of any previous attempts)

Year	Title of Subject	Grade

10. TECHNICAL QUALIFICATIONS (Evidence should be furnished)

Date	Title of Award	Awaiting Body

11. EXAMINATION SUBJECTS/PRACTICAL TESTS YOU WISH TO ATTEMPTS

	TITLE OF SUBJECT & PRACTICAL TESTS
PART	
PART 1	
PART 2	

12. ANY OTHER INFORMATION

I do hereby declare that to the best of my knowledge and belief the particulars furnished by me are true and correct. I confirm that I have read and understood the examination rules & regulation as published in the Gazette Notification and I agree to abide by these rules and regulations.

Date:

.....
Signature of Candidate

ATTENTION (Refer Gazette Notification)

I certify that
who is resident of
and known to me personally placed his signature in my presence today.

Signature of attesor
Date
Name
Designation
Postal Address

OFFICE USE ONLY

- (1) Examination fee paid
- (2) General receipt number dated
- (3) Observations/remarks

**TELECOMMUNICATIONS REGULATORY COMMISSION
OF
SRI LANKA**

The Telecommunications Regulatory Commission of Sri Lanka is statutory body that regulates the telecommunications industry in Sri Lanka. It is distinct and independent from operators and performs only regulatory functions, and does not provide any telecommunication services.

To protect and promote the interest of consumers, purchases and other users and the public interest with respect of the charges for, and the quality and variety of telecommunication services provided and the telecommunication apparatus supplied is one the statutory objects of the Commission.

We are happy to note that as at September 1999, 35 companies which cater to your various telecommunication needs have been licensed under the Telecommunications Act.

Before making your decision of obtaining a telecommunication service or an additional option, it is advisable to:

1. Select the best service provider of your choice according to your requirements and your terms and conditions to obtain the service.
2. Always be clear about the services offered to you by your service provider and terms and conditions of your service provider. (eg. Duration required for service provision, cost, tariff plans etc.).
3. Obtain a copy of your contract or service agreement from your service provider.

Before making a complaint:

1. Study your complaint carefully and be clear about it.
2. Try to have all the documents relevant to the complaint ready.
3. Make the complaint to your service provider. Try to make the complaint always in writing attaching relevant documents. (If you make the complaint over the phone it is better if you could follow it with a letter).
4. Make sure you give all the details needed to process your complaint eg. Your telephone No, Address copies of the necessary documents.
5. Give the description of your complaint briefly and precisely.

After making the complaint:

1. Keep all the records of your complaint made.
(If you made the complaint over the phone the name of the person/s you spoke to, the date and the answer/s received etc.)
2. Give your service provider a reasonable time to process the complaint.
(Depending on the complaint). Follow up with them over the phone if possible.
3. If you have not received a response or a reasonable solution to your complaint you may appeal to higher authorities/committees formed by the service provider to solve complaints.
4. If you still feel if your complaint has not been treated in a reasonable manner or to your satisfaction, you can make the complaint to the TRC for further examination.

Forward your complaint to the TRC

1. By contacting us on 01689345f or **advise only**
2. Send us a fax: (01689341) or an email: crtcs@sri.lanka.net or a letter addressed to:
The Director General of Telecommunications
Telecommunications Regulatory Commission of Sri Lanka
276, Elvitigala Mawatha
Colombo 08.
3. If you have access to internet a standard application form is (HTML form and preformatted text for printing) available at our web site www.trc.gov.lk

Be sure that you include the following with your complaint.

1. Your name & the address.
2. The telephone number/s or registration number involved with the complaint.
3. A brief description of the complaint.
4. The name of your service providing company.
5. Copies of correspondence you have had with your service provider, from the very first day you made the complaint.
6. Copies of the documents, which in your opinion are relevant.

**My Complaint to the Consumer Relation Unit of
Telecommunications Regulatory Commission of
Sri Lanka (TRC)**

1. Name :.....

2. Address:.....

3. The telephone number or numbers involved with the complaint. (including area code)

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4. Service Provider:

5. My complaint on.

1. Billing
 - 1.1 Erroneous billing (Disputed bills)
 - 1.2 Discrepancy in rental
 - 1.3 Bill payment problem
 - 1.4 Disconnection on billing dispute
 - 1.5 Other (Please specify)

2. Fault
 - 2.1 Fault not attended
 - 2.2 Frequent fault
 - 2.3 Compensation for non clearance of fault

3. Installation
 - 3.1 Delayed installation
 - 3.2 Compensation for delayed installation
 - 3.3 Discrepancy in changes
 - 3.4 Other (Please Specify)

4. Miscellaneous
 - 4.1 Reconnection/Relocation
 - 4.2 Transfer of ownership
 - 4.3 Directory service
 - 4.4 Quality of Customer Service
 - 4.5 Repair Maintenance Service
 - 4.6 Payphone/Coin collecting box
 - 4.7 Defective terminal or handset
 - 4.8 Other (Please Specify)

LICENCE TO OPERATE A PAIR OF TOY WALKIE TALKES

I hereby authorise Mr./Mrs./Miss/Rev.
.....of.....
.....
to operate the equipment described below at the above address only.

Equipment	Make & Model	Serial No.	Frequency	Modulation

This licence was issued on this day of
2000.

Licence No.:

for Director General of
Telecommunications

CONDITIONS OF THE LICENCE

Licence No.:
.....

File No.:

Licence to import, install, possess, establish, maintain work, operate or causes to be operated Radio Communication equipment for use. The undersigned
.....
.....

(Hereinafter called “the licensee”) is hereby authorized in accordance with this valid licence granted in that behalf under the provisions of the Telecommunications Ordinance, Wireless Telegraph Rules and the Radio Regulations annexed to the International Telecommunications convention now in force. This licence is subject to the conditions and restrictions as may be prescribed as follows;

- (1) The radio communication equipment used at any place (whether fixed, mobile or portable) shall comply with the technical parameters, operational conditions and other requirements prescribed by the Director General of Telecommunications.
- (2) The licenced equipment shall not be operated at any place other than at the location mentioned in the licence, without the written authority from the Director General of Telecommunications.
- (3) The licenced equipment shall not be connected to the public switched telephone network without special written authorization from the Director General of Telecommunications.
- (4) Except with special consent in writing from the Director General of Telecommunications no external radio frequency power amplifiers shall be used by or attached to a station, by connection, coupling attachment or by any other means.
 - (a) The licensee shall not install any additional station, or make any alterations to existing installations, without obtaining prior written approval from the Director General of Telecommunications.
 - (b) The licensee shall not change any technical parameters as stipulated in the licence without obtaining prior written approval from the Director General of Telecommunications.
- (5)
 - (a) The licensee shall announce its call sign at the beginning and end of each communication.
 - (b) It is totally prohibited to transmit improperly the call sign of other station or service.
- (5) The licensee shall take all necessary steps for ensuring that the operation of the radio communication equipment and other accessories do not cause radio frequency interference and electrical interference to other Radio Communication Stations or services and shall cooperate in the detection and elimination of such interference.

- (6) The licensee shall hand over any licenced radio communication equipment for tests, repairs, adjustment and maintenance to any establishment/~~o~~ company who has a valid radio communications equipment Vendors licence.
- (7) Whenever the licenced equipment is lost, damaged, non~~o~~operative or unservicable each such case should be notified to the Director General of Telecommunications.
- (8) The Director General of Telecommunications may grant permission to transfer sell or dispose radio communication equipment if the licensee obtains prior written approval from the Director General of Telecommunications.
- (9) The licensee shall be responsible that the type approved radio communication equipment, electrical installations and other accessories to be installed and maintained are in accordance with the safety standards set down by the relevant Institutions/
Establishments.
- (10) (a) The licensee shall permit any officer duly authorized by the Director General of Telecommunications to enter any premises to inspect and test the radio communication equipment installation and shall afford such officer every facility to carry out the inspection and test.

(b) The licence shall be exhibited in the room or any other conspicuous place where the licensed equipment is installed and should be forwarded on demand to the officer duly authorized by the Director General of Telecommunications.
- (11) (a) The licenced equipment may be operated by a ~~p~~erson other than the licensee, provided the licensee accepts responsibility for such operations.

(b) The licensee must take adequate measures to safeguard against the unauthorized use of radio communication equipment.
- (12) The licenced equipment shall not be used to transmit or make a signal or message containing profane or obscene words, images or languages.
- (13) The licensee who may be means whatsoever, whether intentionally or otherwise, receives any radio communication messages, or other information, shall ~~n~~without lawful authority or lawful justification divulge or make any use whatsoever of the whole or any part of the text of any message of other information transmitted or received by any station or service, or disclose in any manner, whether directly or indirectly, the existence of any such message.
- (14) The licensee shall not be eligible for any compensation or consideration in the event that a licence is revoked, suspended or withdrawn.
- (15) Under the control of emergency, the Director General of Telecommunications shall have the right to order the licensee to stop the radio communication and take over control of any radio communication station or service to be used for the Government Service.
- (16) The antenna and masts erected for the use of any of the Radio Communication stations or services shall comply with such requirements as regards height, structural design etc. as may be prescribed by the Director General of Telecommunications. Urban Development

Authority and all relevant authorities etc. and the requirements of Department of Civil Aviation in relation to aircraft flight paths in the approaches to air ports.

Failure to comply with these requirements may invite prosecution as well as demands for immediate removal of the offending structure.

- (17) All Base/Fixed stations shall be operated by a qualified operator, and an appropriate certificate of proficiency must be held by the operator of such stations.
- (18) The licensee shall take the responsibility to use the equipment only for the communications in accordance with the nature of service (type of traffic) as indicated in the licence.
- (19) The Director General of Telecommunications may at any time by notice in writing and without assigning any reason revoke and determine this licence,, and it shall absolutely cease, determine and become void without licensee being entitled to any compensation. Such radio communication equipment of the licensee shall be confiscated by the Director General of Telecommunications.

I/We do hereby agree to abide by all conditions and restrictions prescribed by the Director General of Telecommunications for the issue of this licence and to be bound by all rules and regulations now in force or which may be subsequently promulgated for the control of radio communication equipment.

Signature of the User :
Name of the User :
Designation of the User :
Name of the
Institution/Establishment :
Registration No. of the Company :
Postal Address :

Witness (1)

Signature :
Name :
Designation :
Postal Address :
.....

Witness (2)

Signature :
Name :
Designation :

Postal Address :

Signed by the Director General of Telecommunications of Sri Lanka acting herein for and on behalf of Telecommunications Regulatory Commission of Sri Lanka and this licence comes into force with effect from and shall be renewable.

.....
Director General of Telecommunications

Place of issue :

Date of issue :