

Date : 17-Mar-26

To
Head of Business Division
Grameenphone Ltd.

Attn: Neaz Ahmed, Zone Manager, Business Division, Grameenphone Ltd.

Subject: Letter of Declaration of voice connectivity in M2M connection

Dear Sir,

Please be informed that we **Dupno International Ltd.** are in a Corporate agreement with Grameenphone Ltd. We are using m2m connection from GP. We are a BTRC licensee of VTS service in Bangladesh.

Our VTS service has a feature of voice incoming and outgoing, thus we require the voice connectivity , i.e. both voice incoming and outgoing in our m2m sim.

Voice Guidelines for VTS Use-case:

- For New and upsell: Since the call is accepted by machine (VTS devices) for the purpose of maintaining security of vehicle. Outgoing calls can also be made given the call is generated only from inside the VTS device for security purpose. This has to be ensured by the VTS provider (customer)
- Call will be received and made from/to only predefined group of numbers. If a call is made/received to/from an undefined number then the call will not be allowed. This has to be ensured by the VTS provider (customer)
- It has to be ensured by customer (VTS provider) that these numbers are only inserted in VTS and not in mobile handsets.
- The SIM's responsibility will lie on VTS companies and it should be trackable if these SIMs are taken out of the device and inserted into the SIMs. VTS company has to maintain this list and update the BTRC form if there is any change

We are declaring that we will follow and acknowledge the guidelines cited above by our regulator.

Sincerely yours,



NAME - Mejba UI Haque
Managing Director

