**Guideline for VOIP Document Requirements**

1. **Documents required for VOIP users (available on website)**
   1. **PSEB Valid Call center certificate**: Make sure that renewed PSEB license is applied at least a month before its Expiry date. If customer does not submit it before the expiry date, PTA will block the IP again and customer will have to go through this whitelisting process again.
   2. **IP justification Performa**: This is to be filled completely. NO field is to be left unfilled, if so PTA will reject it immediately. Mention each IP separately in the form with complete details.
   3. **Undertaking**: A format is available under the FAQ Section on our website. It will have to be printed on a 100 RS stamp paper, later onwards it has to be attested by Notary public Islamabad/Rawalpindi. It has to be signed by the concerned Manager of customer’s organization followed by company stamp. Customer has to send its hard copy to Nayatel.
   4. **CNIC copy** of the owner of the company. Scanned copy should be provided.
   5. **Whitelisting & delisting Form**: This is to be filled completely mentioning every detail. It also has a list of documents that are required and there are check boxes in front of them. Check the boxes which are applicable. (All boxes need to be checked, it is a check list for documents). It has to be signed by concerned Manager followed by company stamp.
   6. **Certificate for incorporation**: It is highly recommended that all companies get this form from SECP. Else wise a document from FBR would be required, i.e. the NTN certificate. It is a proof that your company exists. A scanned copy should be sent to Nayatel.
   7. **Request of IP whitelist on a letter head**: On the company’s letter head customer will request PTA to whitelist their IP mentioning the details as to why whitelisting is required. This letter will be addressed to PTA.
   8. If customer is using Video conference though this IP and using specific hardware and terminal equipment for Video conferencing they will check **yes** box in the **Whitelisting & delisting Form** else they will check **NO**. Skype conversation is not considered as VC here.
2. **Documents required for VPN registration (available on Website)**
   1. Undertaking: This is different undertaking than that of VoIP/VC. This is to be printed in a 100 Rs stamp paper and then to be attested by notary public Islamabad. In the form Destination IP will have to be mentioned in First point. In the second point customer will mention the Source IP (Nayatel IP). It has to be signed by the concerned Manager of the company followed by the company stamp.
   2. **VPN registration Form**: This needs to be filled completely. Do not Miss out any Detail. In the end it is to be signed by the concerned manager of the company followed by the company stamp.
   3. **Scanned Copies of CNIC** front and back.
   4. **Certificate for incorporation**: It is highly recommended that all companies get this form from SECP. Else wise a document from FBR would be required, i.e. the NTN certificate. It is a proof that your company exists. A scanned copy should be sent to Nayatel.
   5. **Application for Registration**: On the company’s letter head customer will request PTA to allow their mentioned source and destination IP for VPN establishment. This has to be ensured that only data traffic should be carried over VPN and no VoIP should be carried on it.
3. **Documents required for VC users (available on website)**
   1. **IP justification Performa**: This is to be filled completely. **NO field** is to be left unfilled, if so PTA will reject it immediately. Mention the reason of making the video conference. Mention **NO** under Tunneling column.
   2. **Undertaking**: A format is available under the FAQ section on our website, the same which is for VoIP. It is also available in VoIP section which will have to be printed on a stamp paper. Later on, it has to be attested by Notary public Islamabad/Rawalpindi. It has to be signed by concerned Manager of the company followed by company stamp. Customer will have to send its hard copy to Nayatel.
   3. **CNIC copy** of the person signing all forms on company behalf.
   4. **Whitelisting & delisting Form**: This is to be filled completely mentioning every detail. It also has a list of documents that are required and there are check boxes in front of them. Check the boxes which are applicable (all boxes need to be checked, i.e. it is a check list for documents). It has to be signed by concerned Manager of the company followed by company stamp.
   5. **Certificate for incorporation**: It is highly recommended that all companies get this form from SECP. Else wise a document from FBR would be required, i.e. the NTN certificate. It is proof of existence for the customer’s company. A scanned copy should be sent to Nayatel.
   6. **Request of IP whitelist on a letter head**: Customer will place written request to PTA on its company letterhead to whitelist their IP for Video Conferencing, mentioning the details of purpose and use. As per PTA requirement, customer has to provide following details in the request letter.
      1. Customer's Nature of business
      2. Destination end IP, name and address of the company to which, the Video Conferencing session is required.
      3. Location of the destination end IP, i.e. Local or foreign.
      4. Maximum numbers of Video conferencing sessions that will be performed per day.