

C O R P O R A T E P R O F I L E

SUPERTEL LIMITED

Business Process Outsourcing | Customer Experience | Digital Operations | AI Solutions



Transforming Operations. Elevating Experiences.
Helping organisations streamline operations, enhance customer experiences and
accelerate growth through intelligent outsourcing and technology-driven solutions.

CEO MESSAGE

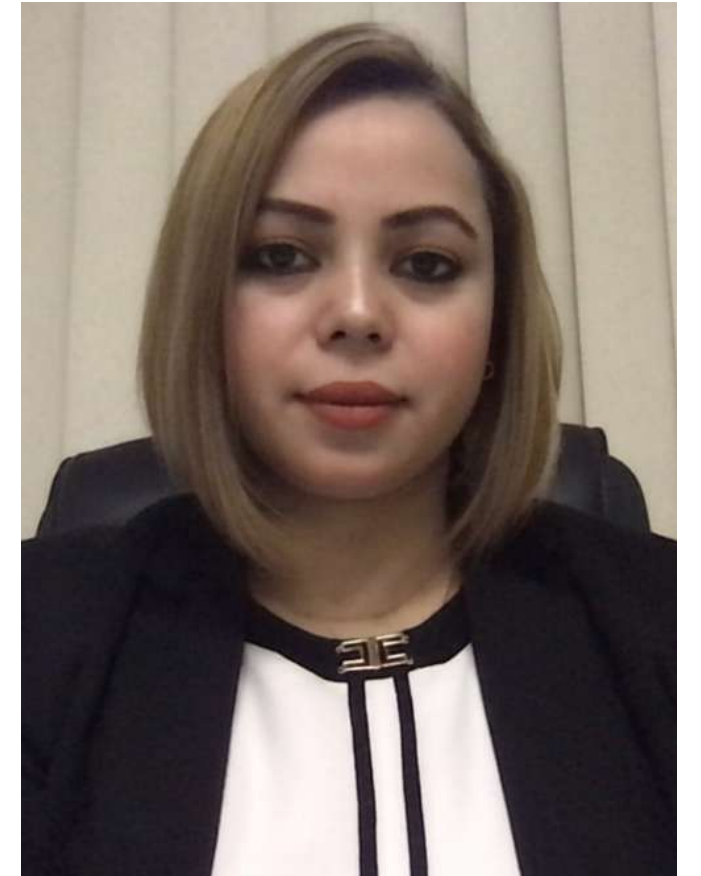
Transforming Business Beyond Outsourcing

The way organisations operate has fundamentally changed. In today's fast-paced, digitally connected world, businesses need partners who can deliver operational excellence, embrace innovation and adapt quickly to evolving customer expectations. At SuperTel Limited, we believe outsourcing is no longer just about efficiency or cost optimisation. It is about creating better experiences, improving business performance and enabling organisations to focus on what matters most—their core business.

Since our establishment in 2008, we have grown into a trusted Business Process Outsourcing and Digital Operations partner, delivering customer experience, back-office operations, technical support and technology-enabled business services across multiple industries. Over the years, we have continuously invested in our people infrastructure, information security and technology to build an organisation capable of supporting both local and international clients with confidence. Our ISO/IEC 27001:2022 certified information security framework, resilient operational infrastructure and commitment to continuous improvement enable us to deliver reliable, secure and scalable solutions tailored to each client's unique requirements.

Our greatest strength is our people. Every member of our team shares a commitment to professionalism, accountability and service excellence. Combined with modern technologies, data-driven insights and AI-enabled capabilities, they help our clients improve operational efficiency, strengthen customer relationships and achieve sustainable growth. As we continue to evolve, our focus remains clear: to become the outsourcing partner of choice for organisations seeking operational excellence, trusted collaboration and long-term value.

Thank you for considering SuperTel. We look forward to building lasting partnerships and supporting your continued success.



Emrana Khan

Chief Executive Officer, SuperTel Limited

WHO WE ARE

Your Trusted Partner for Intelligent Business Operations

SuperTel Limited is a leading Business Process Outsourcing (BPO) and Digital Operations company headquartered in Bangladesh. Since 2008, we have been helping organisations improve operational efficiency, strengthen customer engagement and streamline critical business processes through reliable, technology-enabled outsourcing solutions.

Today, SuperTel supports organisations across banking and financial services, telecommunications, healthcare, retail, education, logistics, government and international development sectors. Our services span customer experience management, back-office operations, technical support, digital services and AI-enabled business solutions, allowing clients to focus on strategic growth while we manage day-to-day operational excellence.

Our delivery model combines experienced professionals, internationally aligned operating standards and secure technology infrastructure to provide flexible, scalable and measurable business solutions. Whether supporting a small specialist team or a large multi-channel operation, we work as an extension of our clients' organisations, delivering consistency, accountability and continuous improvement. As a women-led enterprise, we are equally committed to empowering people, embracing innovation and fostering a culture of collaboration, inclusion and lifelong learning. This commitment enables us to build high-performing teams capable of delivering exceptional service while creating meaningful career opportunities.

With over seventeen years of experience, 24/7 operations and a strong focus on quality, security and innovation, SuperTel continues to help organisations navigate change with confidence and achieve sustainable business success.



SUPERTEL AT A GLANCE

2008
ESTABLISHED

250+
SKILLED EMPLOYEES

17+ Years
EXPERIENCE

24×7×365
OPERATIONS

Delivery Centre → Five-Storey Dedicated Facility

Project Mobilisation → As little as two weeks

Business Presence → Bangladesh, USA, Canada & UK

Information Security → ISO/IEC 27001:2022

Industry Memberships → BASIS & BACCO

Recognition → Best Employer Brand Award

International Initiative → Beneficiary of the SheTrades Initiative by the International Trade Centre (ITC)

Technology → AI-Enabled Service Delivery

Business Continuity → Robust BCP & Disaster Recovery Framework



WHY SUPERTEL

A Partner You Can Trust

Selecting the right outsourcing partner is about more than operational capacity—it is about choosing an organisation that understands your business, protects your reputation and consistently delivers measurable value. For more than seventeen years, SuperTel has earned the trust of leading organisations by combining experienced professionals, proven operational frameworks and secure, technology-driven service delivery. Our approach is built on partnership, transparency and continuous improvement, ensuring every engagement aligns with our clients' strategic objectives.

We recognise that every organisation has unique challenges. Rather than offering one-size-fits-all solutions, we work closely with our clients to design flexible delivery models that integrate seamlessly with existing operations and evolve alongside changing business needs.

Why organisations choose SuperTel:

- 17+ years of proven BPO and customer experience expertise.
- Trusted by leading organisations in Bangladesh and international markets.
- ISO/IEC 27001:2022 certified information security practices.
- 24/7/365 delivery supported by resilient infrastructure.
- Rapid mobilisation with new projects operational in as little as two weeks.
- AI-enabled solutions that enhance efficiency and service quality.
- Dedicated Quality Assurance, Training and Workforce Management teams.
- Robust Business Continuity and Disaster Recovery planning.
- Women-led enterprise committed to diversity and inclusive growth.
- Member of BASIS and BACCO.
- Recognised with the Best Employer Brand Award.

Beneficiary of the SheTrades Initiative of the International Trade Centre (ITC), supporting women-owned businesses in expanding into international markets.

At SuperTel, we measure success by the success of our clients. Every solution we deliver is designed to strengthen operations, improve customer experiences and create lasting business value.

OUR BUSINESS ECOSYSTEM

Comprehensive Business Solutions. One Trusted Partner.

Businesses today require more than a single outsourcing service. They need a partner capable of managing interconnected operations, supporting customers across multiple channels, streamlining business processes and embracing emerging technologies.

SuperTel brings these capabilities together through an integrated portfolio of Business Process Outsourcing, Customer Experience, Digital Operations and AI-enabled solutions. This holistic approach enables clients to consolidate services, improve operational efficiency and maintain consistent quality under one trusted partner.

Whether supporting a customer interaction, processing critical business data, providing technical assistance or automating repetitive workflows, every service is designed to deliver measurable business outcomes while maintaining security, scalability and operational excellence.



01

CUSTOMER EXPERIENCE

Managing business-critical back-office functions that improve efficiency, reduce administrative burden and enable organisations to focus on strategic priorities.

02

BUSINESS PROCESS OUTSOURCING

Managing business-critical back-office functions that improve efficiency, reduce administrative burden and enable organisations to focus on strategic priorities.

03

DIGITAL OPERATIONS

Supporting modern businesses with digital workflows, data processing, content moderation, administrative support and operational management services.

04

AI SOLUTIONS

Enhancing productivity through AI-powered chatbots, intelligent automation, quality monitoring, analytics and knowledge management solutions.

05

PROFESSIONAL SERVICES

Delivering specialised support including verification services, research, project-based operations, virtual assistance and customised outsourcing solutions.

Why an Integrated Ecosystem Matters?

Many organisations rely on multiple vendors to manage different operational functions. This often leads to fragmented processes, inconsistent service standards and higher management overhead. SuperTel's integrated service ecosystem enables clients to work with a single strategic partner, ensuring seamless collaboration, unified governance and consistent service delivery across all operational functions.



OUR SERVICES

End-to-End Solutions Designed Around Your Business

Every organisation has unique operational requirements. SuperTel offers flexible, scalable solutions that can be delivered as individual services or as fully integrated outsourcing programmes. Our engagement models are tailored to meet each client's business objectives, operational complexity and growth plans.

CUSTOMER EXPERIENCE SOLUTIONS

Building meaningful customer relationships through responsive, consistent and personalised support across every interaction.

SERVICES

- Inbound Customer Support
- Outbound Customer Engagement
- Omnichannel Contact Centre
- Email Support
- Live Chat Support
- WhatsApp & Messaging Support
- Social Media Customer Care
- Complaint Resolution
- Appointment Scheduling
- Customer Retention
- Lead Qualification
- Help Desk Services
- Technical Support

SERVICE DESK

BUSINESS PROCESS OUTSOURCING :

Helping organisations streamline operations by managing repetitive, process-driven activities with accuracy and efficiency.

SERVICES

- Data Processing
- Back-Office Operations
- Document Management
- HR Process Support
- Payroll Processing
- Finance & Accounting Support
- Claims Processing
- Verification Services
- Order Management
- Research & Data Collection
- Administrative Support
- Virtual Assistance

DIGITAL OPERATIONS

Supporting organisations through technology-enabled operational services that improve speed, visibility and business performance.

SERVICES

- CRM Administration
- Ticket Management
- Workflow Management
- Content Management
- Digital Customer Support
- Reporting & Analytics
- Knowledge Base Management
- Business Process Optimisation
- Workforce Management Support

TECHNOLOGY SERVICES

Providing the technology foundation that enables secure, scalable and high-performing operations.

SERVICES

- | | |
|---------------------------|-------------------|
| ◦ Contact Centre Platform | ◦ Cloud Telephony |
| ◦ CRM Integration | ◦ API Integration |
| ◦ IVR Development | ◦ Call Recording |

AI SOLUTIONS

Helping organisations embrace automation while keeping people at the centre of the customer experience.

SOLUTIONS

- AI Chatbots
- AI Voice Assistants
- AI Quality Monitoring
- AI Knowledge Assistant
- Intelligent Call Summarisation
- AI-Powered Analytics
- Workflow Automation
- AI-Enhanced Reporting

- Workforce Management
- Dashboard & Reporting
- Technical Support

- System Administration



CUSTOMER EXPERIENCE SOLUTIONS

Every Interaction Matters

In today's competitive marketplace, customer experience has become one of the strongest drivers of business success. Every interaction—whether through a phone call, email, live chat or social media—shapes customer perception, influences loyalty and strengthens brand reputation.

At SuperTel, we view every customer interaction as an opportunity to create value. Our Customer Experience (CX) solutions are designed to deliver consistent, responsive and personalised service while ensuring every engagement reflects our clients' brand values and service standards.

We work as a seamless extension of our clients' organisations, combining skilled professionals, proven operational processes and modern technology to deliver exceptional experiences across every communication channel.

OUR CUSTOMER EXPERIENCE FRAMEWORK

01 Understand

We begin by understanding our client's business objectives, customer expectations, products, services and brand voice. This foundation enables our teams to represent each organisation with confidence and consistency.

02 Engage

Our trained professionals deliver responsive and empathetic customer support across voice and digital channels, ensuring every interaction is handled with professionalism and care.

03 Resolve

We focus on timely and accurate resolution through structured processes, knowledge management and empowered frontline teams, helping reduce effort for both customers and businesses.

04 Improve

Customer experience is continuously monitored through quality assurance, coaching, customer feedback and operational analytics to identify opportunities for ongoing improvement.

WHAT MAKES OUR CX DIFFERENT

01 Brand-Focused Delivery

Every client has a unique identity. Our teams are trained to communicate in a way that reflects each client's culture, values and customer promise.

02 Performance Management

Dedicated Quality Assurance, Workforce Management and Training teams continuously monitor service quality, productivity and customer satisfaction, ensuring operational excellence.

02 Omnichannel Consistency

Customers expect a seamless experience regardless of how they contact an organisation. We help maintain consistent service standards across multiple communication channels.

04 Scalable Operations

Whether supporting a specialised team or a large-scale operation, our flexible delivery model enables clients to scale resources efficiently as business needs evolve.

BUSINESS OUTCOMES

Our Customer Experience solutions help organisations:

- Strengthen customer satisfaction and loyalty.
- Improve response and resolution times.
- Enhance service consistency across all channels.
- Increase operational efficiency.
- Gain actionable insights through performance reporting.
- Build long-term customer relationships.





VISION

To become the preferred Business Process Outsourcing and Digital Operations partner for organisations seeking operational excellence, exceptional customer experiences and sustainable growth.



MISSION

To deliver intelligent outsourcing solutions that simplify business operations, strengthen customer relationships and create measurable value through skilled people, proven processes and technology-enabled innovation.

DIGITAL OPERATIONS

Powering Modern Business Operations

As organisations continue to embrace digital transformation, operational success depends on more than skilled people—it requires connected systems, efficient workflows and technology-enabled processes.

SuperTel helps organisations modernise and optimise their day-to-day operations by combining operational expertise with digital tools and structured workflows. We work behind the scenes to ensure information flows efficiently, business processes remain organised and operational teams have the support they need to perform at their best.

Whether managing customer requests, processing business information or supporting enterprise applications, our Digital Operations solutions improve visibility, enhance productivity and create a more agile operating environment.

HOW WE SUPPORT DIGITAL OPERATIONS

01

WORKFLOW MANAGEMENT

We help streamline operational workflows by ensuring tasks are assigned, tracked and completed efficiently, reducing delays and improving overall productivity.

02

CRM & BUSINESS APPLICATION SUPPORT

Our teams work within client platforms to maintain accurate records, manage customer interactions and support day-to-day operational activities while following established business processes.

03

DIGITAL ADMINISTRATION

From document management and data validation to ticket handling and operational coordination, we support the essential digital processes that keep organisations running smoothly.

04

PERFORMANCE REPORTING

Meaningful operational insights are critical to informed decision-making. We deliver structured reports and performance dashboards that provide visibility into service levels, productivity and operational trends.

THE SUPERTEL DIGITAL OPERATIONS ADVANTAGE

01

Integrated Processes

Our teams operate within our clients' existing technology environments, enabling seamless collaboration without disrupting established workflows.

02

Operational Visibility

Clear reporting and performance monitoring provide clients with the information needed to measure results and drive continuous improvement.

03

Scalability

Our delivery model allows operations to expand or adapt quickly in response to changing business needs.

04

Business Continuity

Resilient infrastructure and well-defined operational controls help ensure uninterrupted service delivery.

Business Outcomes:

- Improve operational efficiency.
- Reduce manual effort.
- Increase process accuracy.
- Enhance collaboration across teams.
- Strengthen reporting and decision-making.
- Support business growth with scalable operations.



AI SOLUTIONS

Intelligent Technology. Smarter Business Outcomes.

Artificial Intelligence is transforming the way organisations engage customers, manage operations and make decisions. At SuperTel, we believe the most effective AI solutions combine intelligent automation with human expertise to deliver faster, smarter and more consistent business outcomes.

Our AI-enabled solutions are designed to enhance operational efficiency, improve service quality and provide meaningful business insights while allowing organisations to maintain the human connection that customers value.

By integrating AI into customer experience and operational workflows, we help clients automate repetitive tasks, improve decision-making and empower employees to focus on higher-value activities.

OUR AI APPROACH - AUGMENT, DON'T REPLACE

We use AI to support people—not replace them. Intelligent automation handles repetitive activities while skilled professionals manage complex interactions, critical decisions and personalised customer engagement.

Automate Routine Tasks

AI can streamline repetitive processes such as enquiry routing, information retrieval, call summarisation and workflow automation, enabling teams to operate more efficiently.

Improve Quality

AI-powered analytics can identify trends, monitor interactions and provide insights that support coaching, process improvement and more consistent service delivery.

Enable Better Decisions

Through intelligent reporting and analytics, organisations gain greater visibility into customer behaviour, operational performance and business opportunities.

AI SOLUTIONS WE SUPPORT

- AI Solutions We Support
 - AI-powered Chatbots
 - Intelligent Virtual Assistants
 - AI Knowledge Assistants
 - AI-assisted Quality Monitoring
 - AI Call Summarisation
 - Intelligent Analytics & Reporting
 - Workflow Automation
 - AI-enabled Customer Support
- The Value AI Brings
 - Our AI-enabled solutions help organisations:
 - Increase operational efficiency
 - Improve response times
 - Enhance service consistency
 - Reduce repetitive manual work
 - Support better decision-making
 - Deliver richer operational insights
 - Empower employees to focus on high-value work

OUR PHILOSOPHY

Technology alone does not create exceptional customer experiences. Sustainable success comes from combining skilled people, well-designed processes and intelligent technology.

At SuperTel, we believe AI should strengthen human capability, improve operational performance and create measurable value—not replace the relationships that define great customer service.



INDUSTRIES WE SERVE

Trusted Across Diverse Industries

Over the past 17+ years, SuperTel has partnered with organisations across multiple industries, delivering customer experience, business process outsourcing and digital operations tailored to each client's unique business needs.

INDUSTRIES WE SUPPORT

-  Banking & Financial Services
-  Telecommunications
-  Healthcare
-  Retail & Consumer Brands
-  E-commerce
-  Education & Skills Development
-  Technology & IT
-  Multinational Corporations
-  NGOs & Development Organisations
-  Hospitality & Food Service
-  Professional Services

Every industry has unique challenges. Our flexible delivery model allows us to adapt quickly, integrate seamlessly and deliver solutions aligned with each client's business objectives.



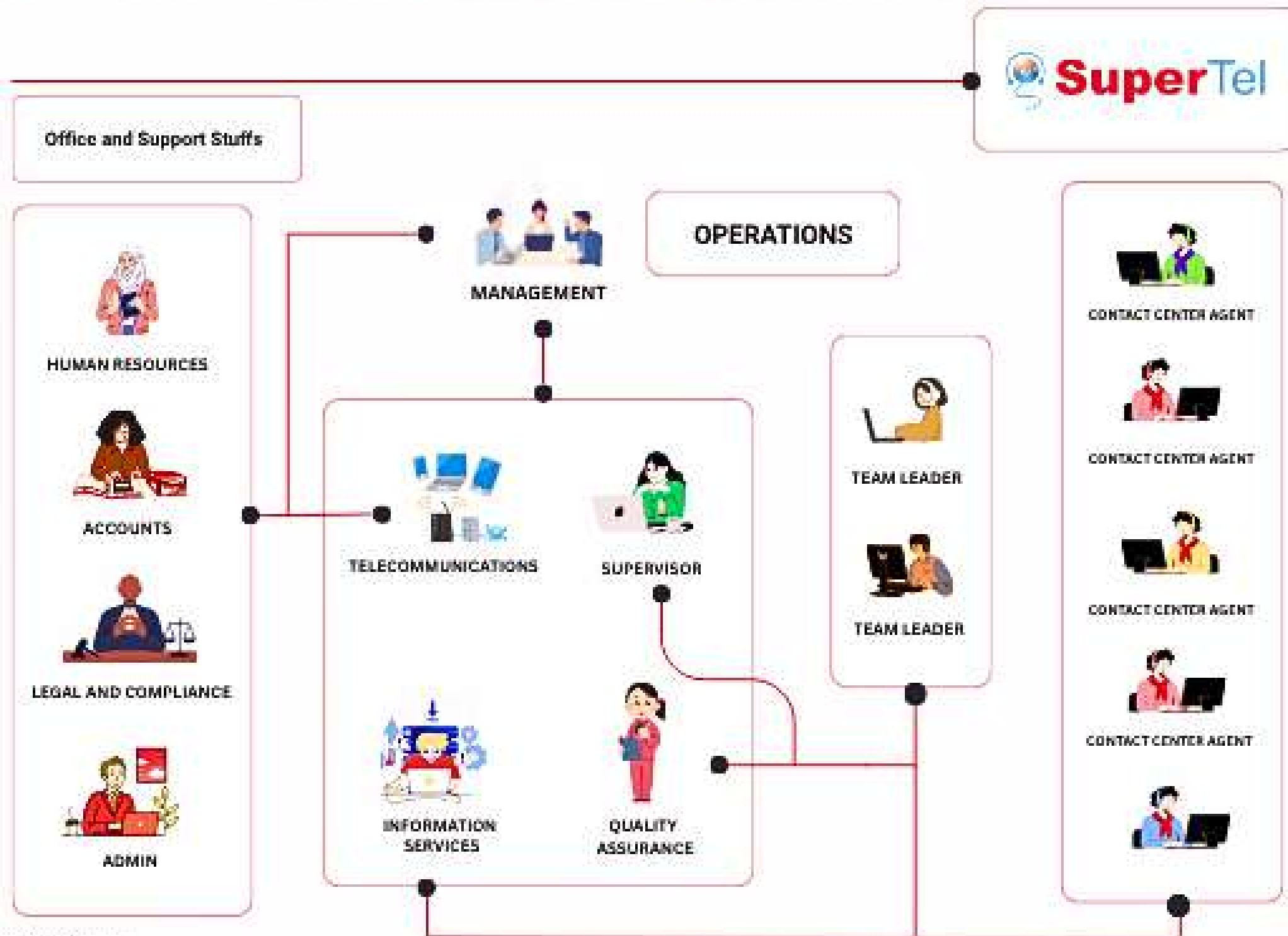




How we work



Our Service Model



IN-HOUSE CUSTOM CRM DEVELOPMENT



OPERATIONAL READINESS

Ready to Deliver. Built to Scale.

At SuperTel, operational readiness is built into everything we do. Our experienced implementation team, robust infrastructure and proven deployment framework enable us to launch new projects quickly without compromising quality, security or business continuity.

With dedicated operational facilities, skilled professionals and technology-ready environments, most projects can be mobilised and become operational within two weeks.

OPERATIONAL READINESS

Rapid Project Deployment

A structured transition process ensures seamless onboarding, knowledge transfer and operational readiness.

Infrastructure Ready

A dedicated five-storey delivery centre with secure facilities, redundant connectivity and resilient power infrastructure supports uninterrupted operations.

IT & System Setup

Our technical team prepares workstations, user access, communication platforms and client applications to ensure a smooth go-live.

Live Quality Assurance

Dedicated Quality Assurance teams monitor live and recorded interactions, provide coaching and drive continuous service improvement.

INFORMATION SECURITY & GOVERNANCE

Protecting Information. Building Trust.

At SuperTel, information security and governance are embedded in every aspect of our operations. Our ISO/IEC 27001:2022 certified Information Security Management System (ISMS), disciplined operational controls and culture of continuous improvement help safeguard client information while ensuring reliable, compliant and high-quality service delivery.

OUR COMMITMENT

Information Security

Operating under an ISO/IEC 27001:2022 certified Information Security Management System to protect the confidentiality, integrity and availability of client information.

Secure Operations

Controlled access, monitored facilities, secure technology and defined operational procedures help maintain a protected delivery environment.

Business Continuity

Business Continuity and Disaster Recovery plans support uninterrupted service delivery and operational resilience.

Governance & Compliance

Structured governance, documented processes and operational oversight ensure accountability, transparency and consistent service delivery

Continuous Monitoring & Audits

Maintaining high standards requires continuous oversight. SuperTel conducts weekly operational reviews, monthly internal audits and quarterly management reviews to evaluate compliance, information security, service quality and operational performance.

In addition, we actively support client-led audits, compliance assessments and operational reviews, ensuring transparency and alignment with contractual and regulatory requirements.

OUR SECURITY PRINCIPLES

- Protect client information
- Ensure regulatory and contractual compliance
- Maintain operational integrity
- Continuously improve security and service quality

OUR PEOPLE & CULTURE

Great Service Begins with Great People

Exceptional customer experiences are created by motivated, well-trained and engaged professionals. At SuperTel, we believe investing in our people is the foundation of sustainable business success.

From recruitment and structured onboarding to continuous learning and leadership development, we create an environment where individuals can grow, perform and build meaningful careers. This commitment enables us to deliver consistent service quality while fostering a culture of accountability, collaboration and continuous improvement.



BUILDING HIGH-PERFORMING TEAMS

Talent Acquisition

We recruit individuals with the right attitude, communication skills and customer-first mindset, ensuring every team member is equipped to represent our clients with professionalism.

Learning & Development

Structured induction, process training, refresher programmes and ongoing coaching help our teams continuously strengthen their knowledge and performance.

Quality & Performance

Regular coaching, performance reviews and quality calibration ensure consistent service delivery and support continuous professional development.

Employee Engagement

A positive workplace culture is strengthened through employee recognition, cultural celebrations, sports, creative activities, team events and wellness initiatives that encourage collaboration and engagement.

Our Workplace

- Women-led organisation
- Inclusive and respectful workplace
- Structured learning and development
- Dedicated Training, Quality Assurance and Operations teams
- Performance-driven culture focused on continuous improvement



REDUNDANCY & FAILOVER

- We have redundant system for each of our servers, with the database being updated and mirrored in real-time so that in the need for activation of a failover, 99.9% uptime can be maintained.
- 24 hours backup power supply with two standby Generator system, minimum power backup of 210 KVA and 60 KVA. APC Online UPS is also in place
- Multiple E1 connectivity is available from separate vendors
- High Speed Internet Connectivity is available
- Multiple Data Connectivity is also available
- SMS gateway
- **Security Aspects:**
 - Entire premise is secured with 30
 - Close Circuit Cameras with Real time Computer Desktop recording system.

DISASTER RECOVERY PLAN (DRP)

1. Separate DR Offices
 - Locations: Dhaka and Chittagong
2. Dedicated DR Team
 - Composition: Trained agents and a team leader
 - Training: Regular refresher sessions to maintain readiness
3. Testing and Readiness Protocols
 - Annual full-scale disaster recovery test (includes evacuation, communication)
 - Quarterly readiness test (log-ins, training verification, and printed instruction checks)

DATA PROTECTION



PAPERLESS OPERATION FLOOR



AUTOMATED DOOR ACCESS



24/7 SPACE MONITORING



CELL PHONE PROHIBITED



RESTRICTED INTERNET



HIGH DATA PROTECTION



FIRE WALL

PROVEN ACROSS INDUSTRIES

Trusted by Leading Organisations Across Banking, Diplomatic Services, Retail and Global Business Operations
Over the past 18 years, SuperTel has partnered with leading organisations in Bangladesh and international markets, delivering secure, scalable and high-quality outsourcing solutions across diverse industries.

AT A GLANCE



5 LEADING BANKS

Delivering customer experience, sales, customer satisfaction surveys, NPS, mystery shopping, quality assurance and back-office support.



18 DIPLOMATIC MISSIONS

Providing secure multilingual customer support through one of the world's leading visa outsourcing providers.



LARGEST PIZZA CHAINS IN THE USA

Supporting customer service, order management and operational support for high-volume restaurant operations.



GLOBAL BUSINESS OPERATIONS

Delivering back-office and business support services for clients in Canada and the United Kingdom, supporting business processes and operational efficiency.

CLIENT SUCCESS STORIES

Delivering Measurable Business Impact

Every engagement is unique, but our objective remains the same—to improve customer experience, optimise operations and deliver measurable business value. Our client success stories reflect our ability to build long-term partnerships, adapt to evolving business needs and consistently deliver reliable results.

VFS GLOBAL

Multi-Mission Customer Support

Providing omnichannel customer support for multiple diplomatic missions in Bangladesh, delivering voice, email and digital support while maintaining high service standards in a secure, compliance-driven environment.

BRAC BANK PLC

Customer Experience Operations

Supporting customer engagement through inbound and outbound contact centre services, quality assurance and operational support, helping enhance customer satisfaction and service consistency.

BRAC SKILLS DEVELOPMENT PROGRAMME

Technology & Contact Centre Solution

Designed and deployed a customised contact centre platform, complemented by technical support and operational assistance to enable efficient learner and stakeholder communication.

Our Clients Testimonial

“

SuperTel Ltd. has been a reliable partner, providing top-notch bookkeeping and payroll services. Their communication, efficiency and quality consistently exceed our expectations. I highly recommend them for their professionalism and dedication.



RYON SEELEY
CEO Premier BCG,
Canada

“

I chose SuperTel for Emrana's can do attitude. They met all our needs with strong leadership, emphasizing compliance and customer service. I highly recommend SuperTel for customer support and accounting services.



SOIJOD TARIQ
CEO-Logistrike

“

SuperTel Contact Center plays a key role in delivering exceptional customer experience and loyalty. Their professional services and strategic partnerships ensure maximum value-added benefits.



SYED TOUHIDUR
RAHMAN
Manager, VOC, SCB

“

SuperTel Ltd. has been a reliable partner in managing our food orders with efficiency and accuracy. Their professionalism enhances the customer experience for brands like Papa Johns, GD Salads, Zalut Pizza and Hungry Howie's.



TOMMYS LUNCHBOX
Technologies Inc-
USA



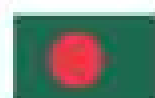
**CAN
DO
ATTITUDE**

READY TO WIN?

LET'S

WORK TOGETHER!

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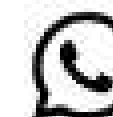
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BUSINESS SOLUTIONS

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