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**BHUTAN TELECOM LTD.**

**Registered Office in Thimphu**



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**Welcome Pack**

**Domain Registration and Website Hosting**

We thank you- our valued customer for subscribing to domain registration and /or website hosting service! This Welcome Pack which is strongly recommended to be retained with you will provide information essential on how to get your domain and /or website online and to avail support.

**Activation Time**

Please ensure that you have listed all three priorities in Domain name form. After having submitted the form and paid for your domain registration and/or website hosting, you will receive from us an email within 24 hours confirming on the approval or not of the domain name. If confirmed, the email will contain **Account Configuration** details that will help you set up your website and upload contents. It will take at least 48 hours to migrate information about your domain over the internet.

**Support**

The following levels of support escalation are available for this service:

**1<sup>st</sup> Level Support: Contact Center**

Call our Toll Free **Contact Center** number 1600.

Time: 24/7

Note: This is the first point of your contact for any inquiry or support. If the contact Center cannot answer your inquiry or resolve problem, our agent will escalate to next level technical support, which is:

**2<sup>nd</sup> Level Support: Direct from Technical**

Call (02) 330021 or (02) 343434 ext. 2014

Time: 9:00AM- 5:00PM, Monday-Friday

Note: If this support doesn't meet your satisfaction, the higher -level engineers of DrukNet will be the next level escalation contact point, which is:

**3<sup>rd</sup> Level Support: Higher Level Engineers**

Call (02) 343434 ext. 2018 or 2021 or 2023

Time: 9:00AM- 5:00PM, Monday-Friday

Email: [systems@bt.bt](mailto:systems@bt.bt) (Time: 24/7)

Note: further escalation to Manager, Systems of DrukNet is:

**Final Level Support: Manager, Systems Section, DrukNet**

Call (02) 343434 ext. 2005

Time: 9:00AM-5:00PM, Monday-Friday

**Terms and Conditions of Domain Registration and Website Hosting**

1. Customer shall ensure timely (i.e. yearly) renewal of your domain registration and website hosting to retain your ownership.
2. Refund will not be provided for downgrading to the lower website hosting package but additional charge shall be levied for upgrade.
3. Customer shall take full responsibility to backup, maintain and secure your website hosted with DrukNet.
4. Customer agrees that in the event of any security breaches resulting from your website. DrukNet as a responsible hosting Service Provider and in the interest of Internet Community, reserves the right to suspend/ terminate the compromised website with or without any prior notice to the customers.

Date: .....

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