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BHUTAN TELECOM LIMITED

LEASED LINE APPLICATION FORM

1. Customer Details:

- a. Name of the individual / Organization / Company:
- b. Address:
- c. Citizenship Identity Card No:
- d. Contact Number:
- e. Email Address:
- f. Permanent Address:
a) Village..... b) Gewog..... c) Dzongkhag.....

2. Account Information: (Please attach a photocopy of ID card/ trade license for private individual or private Companies and for government organization and NGO, please submit an official letter)

- a. Required Bandwidth.....Mbps
- b. MRC inclusive of TST.....
- c. Equipment Details

i. Router: Required Not Required

If required, how many numbers

(One time cost for ROUTER ISR4221/K9 with accessories = Nu. 40,790.00, for ROUTER C841M-4X/K9 with accessories CISCO 800M ROUTER 4PORT GEAN, 2 PORT GE WAN, 2 WIN SLOTS = Nu. 40,420.00 and for Archer C50, AC1200 wireless Router= Nu 2170.00)

ii. Switch: Required Not Required

If required, how many numbers

(One time cost for Cisco Switch (WS-C2960-24TC-S) = Nu. 26,400.00)

3. Preferred Installation Date: (Effort is made to perform installations in a timely

Manner, however please note that installations will be made on a first-come-first served basis)

Activation Date:

Service can be activated any day of the month, billing shall commence from the day of activation.

Date:



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BHUTAN TELECOM LIMITED

TERMS AND CONDITIONS FOR CUSTOMERS AVAILING '10 MBPS' or 'LESS'
The below is not applicable for Customers availing MORE than '10 Mbps'

A: DEFINITIONS

1. 'Service Provider' means Bhutan Telecom Limited or its agents and permitted assigns.
2. 'Customer' means a person who subscribes to or avails service from the Service Provider.
3. 'Suspension' means the temporary removal of services, which may be restored after clearing the dues having more than 3 months.
4. 'Disconnection' means permanent removal of services.
5. 'Charge' shall include such payments which are due and payable by the customer to the Service Provider, whether billed or not, inclusive of fees, taxes, levies, penalties, etc.
6. 'Network' means last mile fiber connectivity through which services are provided.
7. 'Reconnection' means the restoration of a temporarily suspended service.

B: GENERAL GUIDELINE

1. The Service Provider shall provide services only to those who agree to fulfill and comply with the requirements laid down in the 'Registration Form for Leased line' and the Terms and Conditions mentioned in this document.
2. The terms and conditions mentioned herein may be amended as and when necessary. The customer may be notified of any change/amendment.

C: RIGHTS AND RESPONSIBILITIES OF THE SERVICE PROVIDER

1. Service Provider is responsible for transmission of internet service only till the point of customer-side modem/last mile connectivity beyond which responsibility entirely lies with the customer.
2. If the payment has been not cleared within three consecutive months than service provider has all right to surrender the services without any prior notice until client makes the payment.
3. The Service Provider has a right to exchange or withdraw any service and/or change or withdraw any charges at any time for one, more or all customers except discounts or other special benefits or schemes announced by the Service Provider from time to time and which are valid for specified period.

D: RIGHTS AND RESPONSIBILITIES OF THE CUSTOMER

1. The Clients availing bandwidth of more than 3 Mbps shall not downgrade the bandwidth at least for six months. If clients downgrade the bandwidth within 6 months then the client should make the full payment of media convertor, provided for free of cost.
2. The time period for the agreement will be for one year and it will be automatically renewed on yearly basis until the customers surrender the service by giving written notice of intent not to continue the services at least 30 days prior.
3. The bills of the LL/P2P/IPVPN Enterprise customer connection will be sent to them through emails (e-billing) on monthly basis. If the client does not receive monthly bill latest by 10th day of the month, he shall enquire for bills by contacting BT either calling our toll-free number 1600 or email at bia@bt.bt/bcrm@bt.bt/sales@bt.bt for bills. If the client changes his email Id, he shall intimate billing section for the update on new mailing address. The customers should provide valid email address for receiving the e-billing, falling which Bhutan Telecom Ltd will not be held responsible, if the customer does not receive bill through e-billing.
4. It shall be the customer’s responsibility to protect and maintain the secrecy of the password assigned to him at all times. The customer will be fully responsible and liable for all charges, losses or damage arising from the use of its username and password and shall have no rights to claim waiver on the ground that password and/or username had been misused.

E: Declaration

I hereby declare that the above internet service has been installed and are working on my premises. Additionally I have been instructed on how to use the above products and that the services have been installed to my satisfaction.

<p>Affix Nu.10</p> <p>Legal stamp and signature</p>

For Official Use:

1. Filled in form received after proper verification of details by Sales Representative

A) Name and Signature:.....

B) Date:.....

Tel: +975-2-343434 Fax: +975-2-324312

Drophen Lam 2/28, Post Box 134, Thimphu, BHUTAN



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BHUTAN TELECOM LIMITED

SURETY FORM (BT SERVICES)

A. Surety's Details (Please fill this form in fully legible letters)

Title: Lyonpo Dasho Lam Dr. Mr. Ms.

Name: First: Middle: Last:

Citizenship Identity Card No: Contact No

Address:

B. Please tick the service for which you are standing as surety.

Leased line internet services

Broadband Internet

C. **Terms and Conditions:**

All the above services draw billing at the end of the calendar month. Unless informed to BT in writing in case of discontinuation/suspension/termination of service, customers will be billed continuously every month for at least the subscribed package or the service rental even if there is no usage. A customer will also be billed for the rental plus any upgrade and downgrade (if any) for the month that the suspension/termination letter is submitted to us.

Undertaking:

I, Lyonpo/Dasho/Lam/Dr/Mr./Ms..... Bearing Bhutanese citizenship identity card number.....hereby undertake to stand as surety for Lyonpo/Dasho/Lam/Dr/Mr./Ms....., who is personally known to me, in relation to any and all obligations related to the service mentioned above. It has been explained to me and I understand that I shall be fully liable should he/she default to clear the dues to Bhutan Telecom. I undertake to clear all dues in respect of (service) availed by him/her irrespective of the cause of the default.

**Affix
Nu.10**

**Legal
stamp
and
signature
of the
surety**

Place:

Date:

**Please attach a copy of your citizenship identity card
surety**

Tel: +975-2-343434 Fax: +975-2-324312

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