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TERMS & CONDITIONS FOR B-WALLET

Bhutan Telecom Limited (BT) and Bhutan National Bank Limited (BNB) have entered into a partnership for providing the following services:

1. BT Prepaid Self Top -Up
2. BNB Fund Transfer
3. BT Fixed Line Service
4. BT Broadband Service
5. BPC Bill Payment
6. Post-paid Mobile Bill Payment
7. WiFi Offload Package Purchase

All the terms & conditions related to registration of SIM cards in the name of the individual will be legal and binding for the agreement which was signed by the customers at time of purchase of SIM card from BT counter.

Roles & Responsibilities of BT & BNB

1. The B-Wallet service will be provided only to those customers who have a valid B-Mobile number registered in his /her name with a valid BNB account registered in his/her name.
2. The grant of the B-wallet service to a customer is not transferable under any circumstances and shall be used only by the customer.
3. Both the parties shall try to render reliable and quality service at all times.
4. BT reserves the right to charge, alter, delete and add new features to the B-Wallet service with prior information to the customer(s).
5. Both the parties may temporarily suspend whole or part of the services at any time without prior notice, if the network fails or requires major modification or maintenance.
6. The service may be terminated if, in the reasonable opinion of BT / BNB the customer has breached any terms agreed herein.

Responsibilities & Rights of Customer

1. The customer shall be responsible for the safekeeping/ secrecy, usage of M-pass, their mobile hand set and they shall be held liable for any damage and other consequences of their misuse.
2. The customer shall be responsible for keying in the correct mobile number for the Top-Up service. BNB and BT shall not be held liable for any erroneous transactions incurred arising out of or relating to customer entering wrong mobile number or wrong Top-Up amount.
3. The customer shall be responsible for keying in the correct account number for the fund transfer request. BNB and BT shall not be held liable for any erroneous transactions incurred arising out of or relating to customer entering wrong account number.
4. The customer shall ensure that there are sufficient fund in the account for transactions through B-wallet service. BNB shall not be liable for any consequences arising out of its failure to carry out the instruction due to inadequacy of fund.
5. If BNB and BT suspect fraudulent or suspicious transactions are being carried out on customers account, BNB and BT shall reserve the right to suspend access to all or part of the B-wallet service.
6. Customers have the right to demand an acceptable quality of services within the scope of both the parties (BT & BNB).
7. Any request for change in the service type, addition of value added service features, ownership change, and withdrawal shall be entertained only after receiving a written request.
8. The terms and conditions agreed upon and duly signed by the customer shall remain legal and binding until such a time any amendment, rectifications or termination with mutual consent of all parties takes place.

Signature of the customer.....

Date: