



འབྲུག་བརྒྱུད་འཕྲིན་ཚོང་།

**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: .....

**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 (minimum 2 Mbps)
- b. Equipment Details
- i. Router: Required  Not Required
- If required, how many numbers .....
- ii. Switch: Required  Not Required
- If required, how many numbers .....

**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.

**Note:**

- \*A single IP address will be provided free of charge
- \*For an additional IP address (if any), one time annual charge of Nu. 100/- per IP address shall be applicable
- \*The installation charge of Nu. 2,500 shall be applicable
- \*The shifting charge of Nu. 2,500 shall be applicable
- \*The Media Converter charge shall be applicable

Date: .....



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## BHUTAN TELECOM LIMITED

### 4. Declaration

I hereby declare that all the information provided are true and correct. I declare that I have read and understood the terms and conditions of service printed overleaf.

Affix Nu. 10  
Legal Stamp  
and  
Signature

#### OFFICIAL USE:

##### 1. Feasibility by OSP

Feasible

Not Feasible

Feasibility done by: .....

##### 2. Marketing

Submit proposal & invoice to the client

Proposal Submitted by: ..... Proposal Submission Date : .....

##### 3. Installation

Installation date: ..... Installed by: .....

Work order: ..... Activation date: .....

##### 4. Billing

Account Created by: ..... Money receipt #: .....

Billing set up by: ..... Date: .....

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

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## 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 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.
2. The bills of the LL/P2P/IPVPN Enterprise customer connection will be sent to them through emails (ebilling) 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](mailto:bia@bt.bt)/[bcrm@bt.bt](mailto:bcrm@bt.bt)/[sales@bt.bt](mailto: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.
3. 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.
4. In terms of leased line shifting, the monthly MRC will continue being billed irrespective of the days consumed for shifting the connection to a new location, unless the customer informs a prior suspension.
5. If the client doesn't make bill payment within three consecutive months, the service provider has all the right to disconnect the service without any notice.

Name & Signature of the customer: .....

Date: .....



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**BHUTAN TELECOM LIMITED**

**SURETY'S FORM (BT SERVICES)**

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

Name: First.....Middle.....Last.....

Citizenship Identity Card No: ..... Contact No: .....

Address: .....

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

Broadband Internet

Postpaid Mobile Facilities

Fixed Line Telephone Facilities

Leased Line

**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 usage (if any) for the month that the suspension/termination letter is submitted to us.

**D. Undertaking:**

I, Lyonpo/Dasho/Lam/Mr/Ms ..... bearing  
Bhutanese CID number .....hereby undertake to stand as surety  
for Lyonpo/Dasho/Lam/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  
and 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

***Please attach a copy of Citizenship Identity Card.***

Date: .....

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