



འབྲུག་བརྒྱུད་འཕྲིན་ཚོང་ཁང།

# BHUTAN TELECOM LIMITED

## SERVICE SURRENDER FORM (BT SERVICES)

### A. CUSTOMER'S INFORMATION (Please fill this form in fully legible letters)

1. Name: First.....Middle.....Last.....
2. Citizenship Identity Card Number: ..... 3. Contact No: .....
4. Address: .....
5. Effective Surrender: Date ..... Time (Hour: Min) .....
6. Reason for Surrender: .....

### B. Select the service which you want to surrender and fill up:

1. **Broadband Internet Surrender**   
User Name: dnet..... Outstanding Dues: Nu.....

2. **Leased Line Surrender**   
ISP No: ..... Outstanding Dues: Nu.....

3. **Postpaid Mobile / Internet Surrender**   
Mobile No: ..... Cust.ID: ..... Outstanding Dues: Nu.....

4. **Fixed Line Surrender**   
Telephone / Fax No: ..... Outstanding Dues: Nu.....  
Location of phone: .....

5. **Toll Free/Toll Number Surrender** 
  - i. Toll Free/Toll Number: ..... Outstanding Dues: Nu.....
  - ii. Hidden Number:
    - Main Number: .....
    - Multi Hunting Number (if any).......... Outstanding Dues: Nu .....

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**

**To our valued Customer(s):**

Please pay your outstanding bills before applying for surrender. After you surrender the service, the bill for that particular month will be sent to you at a later date. Please visit again for final settlement of bill before the due date specified on your bill. If the bill is not cleared before the due date, your bill amount may lead to huge amount when the rental, ad -hoc charges and surcharges are added every month. Thank you for being with us and we are always there for you.

\*\*\* Ask Counter officials to give you the surrender receipt as a proof of surrender.

**C. For official use only**

Final bills expected to the customer service latest by: Date (dd/mm/yy) .....

Contact: Name ..... Phone No.....

Product detached date: (dd/mm/yy).....

Name of the Sales Representatives /Official: .....

Signature: .....

Date: .....

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