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The service portfolio of BT

BT has three lines of service verticals as below:

1. B-Mobile
2. Fixed Line
3. Internet

1. B-Mobile services

1.1 My BT App

My BT is Bhutan Telecom's self-care app where customers can do almost everything at a click from their mobile phones. My BT can be downloaded from app store for IOS and Google Play for android phones

1.2 B-Ngul

B-Ngul is a mobile financial solution which can be accessed through **My BT** app or through a **USSD code** by dialing ***111# or *555#**. The service which is mainly intended for those who do not have a bank account, to enable them to carry out financial transactions easily just by using their mobile phones.

Any customer who has a B-mobile number can register for the service. Registration can be done by filling out a form, which is available for **Download** or you can get a copy from our counters. Forms can be submitted at any of our counters. You can also register for B-Ngul ONLINE through the link: <https://www.vas.bt>

1.3 B-Trowa

Get news and entertainment on the move! Register and get access to various contents delivered through B-Trowa.

B-Trowa offers various exciting contents with minimal subscription fee however, BBS Channel 1,2 and radio are free of cost.

We have two categories of Contents

1. Standard contents with FREE subscription:

- i. BBS Channel I and I
- ii. BBS radio channel I and II



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B-Trowa contents can be accessed through your mobile (download the B-Trowa app) or through a web based portal bttv.bt for non-mobile devices like laptop, desktop or internet TV.

1.4 B-Wallet

Bhutan Telecom has partnered with Bhutan National Bank, Bank of Bhutan and BDBL for easy and remote recharge of any B-Mobile prepaid numbers by using the customer's bank account, fund transfer within the Bank's account and make a utility bill payment.

1.5 E-Load

E-LOAD (electronic recharge) is a paper-less recharge facility. E-LOAD is environment friendly, customer-friendly and risk free.

It will enable the distributors, dealers and retailers to sell recharge talk-time directly from handset via SMS and also enable the customer to transfer his/her balance to another customer. This ensures our customer with the flexibility of recharging their account with any amount starting from as low as NU 5 and secure recharge transaction with SMS notifications confirming the transaction to both the parties (sender & receiver). It can be used by our prepaid customers.

1.6 Prepaid and postpaid voice service

Prepaid service comprises of standard package containing SMS, CLIP, STD and ISD facility. Prepaid service is recommended for budget conscious people. Prepaid service can be availed from any B-mobile customer service counters or our dealers in town.

The voice tariffs for national and international can be accessed through <https://www.bt.bt/voice/> Postpaid service comprises of SMS, Call Forward, CLIP, STD and ISD facility. Other value-added features like CLIR, itemized billing, international roaming, etc...can be added on as per requirement by paying additional charges. A nu 10,000 security deposit is required to avail international roaming facility. Postpaid service is available only from B-Mobile counters.

1.7 Mobile Data service

Bhutan telecom provides GPRS, EDGE, 3G and LTE services, and 5G services. This service makes the delivery of data over mobile possible, thereby facilitating innovative content growth for both commercial and entertainment purposes. The different data plans for postpaid and prepaid re as below:

<https://www.bt.bt/data/prepaid-data-plans/>

<https://www.bt.bt/data/mobile-postpaid-plans/>

1.8 SMS service

This service enables subscribers to send short text messages to communicate with their family, friends and colleagues in an affordable and reliable way. This service is available to all B-Mobile users. Each text message can contain 160 characters (including space). Any message containing



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more characters than this limit will be sent as two or more messages provided the handset is capable of it.

The national SMS tariff is given below:

Category	ON-NET		OFF-NET	
	12 midnight – 4 AM(Late night)	4am-12 midnight(standard)		
Existing Tariff	Nu.0.10/SMS	Nu.0.45/SMS	Nu.0.50/SMS	
Revised Tariff	Nu.0.10/SMS	Nu 0.40/SMS	Nu 0.45/SMS	

Off-Net refers to calls made from BTL network to other networks within Bhutan. 1 unit =15Sec

1.9 Paper recharge Vouchers

Recharge vouchers (scratch cards) are available at B-mobile customer service counters and distributors/dealers in the town.

1.10 Roaming

International Roaming Service enables you to use your GSM handset with your own phone number wherever you go covering Asia, Europe, Australia and USA. This service makes it easier, faster, and more convenient for you to stay connected with your friends, family and business associates even while you are on the go. You can also use various value-added services such as SMS roaming, GPRS services while you are traveling abroad.

B-Mobile International Roaming service makes it possible for you to use your own B-Mobile SIM card when traveling outside Bhutan. To enable this service on your phone, you should contact B-Mobile's Customer Care Manager or any B-Mobile service counter. Currently, this service is available only to our postpaid users. However, we are working to extend this service to our prepaid subscribers too. While using our B-Mobile International Roaming service, you will be charged a markup of 15% by B-Mobile on the usage amount charged by the network in which you have roamed. However, there are no charges applicable for receiving short messages (SMS) while roaming.



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Please note that data roaming can be quite expensive if you do not use it cautiously. Therefore, always remember to put off your 3G /4G/ data roaming if not in use by going to phone setting. Users should manually select the preferred network in the network settings of their mobile devices.

B-Mobile customers can enjoy cheaper roaming tariffs. So, the next time you travel abroad, please contact our roaming coordinator for information related to roaming facilities and tariff.

1.11 Missed Call Alert and IMUP

It is a distinctive and useful service that notifies the subscribers about the calls missed by the subscriber when the subscriber may be out of the coverage area or the mobile is switched off. MCA notifies mobile users about missed calls, thereby encouraging them to make return calls as per the subscriber's interest. Subscribers receive notifications as soon as they switch on their phones or when they are within the coverage area.

IMUP service is useful for the calling subscriber when the called number is switched off or out of reach. IMUP notifies the calling party when the called mobile number is switched on or when the called number is within the network coverage area.

1.12 Call Forwarding

This service is available only to Post-paid subscribers. This service enables a subscriber to divert an incoming call to another cell phone / fixed-line number. Subscribers have the options of diverting the calls unconditionally where all calls are diverted by default without ringing or conditionally when the phone is busy / switched off / outside coverage area / when there is no reply.

1.13 Call waiting

This service enables subscribers to speak to two callers, one at a time, without hanging up on either one of them. When this service is activated, the network notifies the subscribers of an incoming call while the subscriber has a call-in progress. If another person tries calling the subscriber midway through a conversation, the subscriber will hear beeps at intervals to alert the subscriber of the incoming call.

The subscriber can accept the second call while putting the first call on hold. This service is charged Nu. 50/- per month and is available to only postpaid subscribers.

1.14 CLIR facility

This service controls the presentation of caller identity. This feature enables the subscriber to hold their number from being displayed on the phone of the person they are calling. When this service is activated, instead of the subscriber's phone number, a message like "Private Number" will be displayed on the phone of the person they are calling. This service is charged Nu. 100/- per month and is available to only postpaid subscribers.



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1.15 B-tunes

B-Tunes is a value added service that allows mobile subscribers to replace the repetitive 'Tring Tring' ring back tone and turn on the subscribers favorite songs for their friends to listen when they call them.

1.16 Bulk SMS Solution

It is a service that enables a company/organization to reach out to its customers/clients by sending them a standard text message. Within minutes everyone will have the message that the company/organization sent delivered on their cell phones. Companies can do marketing of their products with the help of text message. This tool will greatly help companies send promotional SMS in bulk to campaign about their products and services.

1.17 Closed User Group

This service allows the customer to make calls at a discounted rate within a group. There are two types of group:

- **Charo-charo**

Customers can form a group with maximum of 8 members. The calls within the group are charged at the economy call rate Nu.0.30/unit.

- **CUG**

Closed-User-Group (CUG) is a VAS service provided by BT to customers to have cheaper call rates comparing to the normal voice tariffs. There are three groups in CUG as below:

Groups in CUG

Group	Subscriber Limit	Rate/unit	Registration Fee
General Offer	9 to 20	Nu. 0.30	FREE
Corporate Offer	21 to 300	Nu. 0.20	FREE
Premium Offer	301 and above	Nu. 0.10	FREE

* (1 unit = 15 seconds)

Terms and conditions to be in CUG

- Calls outside the CUG will be charged as per the normal tariff plans attached to them.
- The CUG should appoint a group administrator. Only the group administrator will be allowed to make changes to the list.
- A customer cannot be part of more than one group.



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1.18 Tele-voting

This service is intended for interactive television. It allows subscribers to vote through their phone. This service enables the subscribers to indicate their opinion on any matter by dialing an IN number of the service subscriber followed by a single digit for their opinion.

1.19 BT-OFFLOAD

In BT-Offload, when a 3G/4G user of BT enters a WiFi hotspot zone, the user is automatically handed over to the WiFi network which in turn frees up the 3G capacity for others outside these hotspots. When the user exits the WiFi hotspot zone, the user is automatically handed back to the 3G network. The packages for the customers using BT-Offload service remains the same as the existing data packages for B-Mobile Prepaid and Postpaid customers.

1.20 BT-WIFI/Offload

BT provide BT Wi-Fi service in two forms, BT Offload and BT-WiFi. BT Offload is a Wi-Fi service where existing B-Mobile customers will be able to use their existing mobile balance for internet access while in BT-Wi-Fi, a subscriber (non B-Mobile subscriber/B-Mobile subscriber) will be able to use BT Wi-Fi for internet access via vouchers/data pass.

In BT-Wifi, users will be able to access the internet based on the type of packages they opt for. The packages can be accessed through <https://www.bt.bt/bt-wifi/>

1.21 eKYC

Electronic Know Your Customer (e-KYC) is a part of the Digital Customer Relationship Management initiative undertaken by Bhutan Telecom. It is a digital initiative with the objective and a long-term goal to create a user-friendly registration process for our citizens to avail of telecommunication services and to know our customers better to understand and serve their needs efficiently. By digitization of the registration process for onboarding of subscribers, it will not only help us to achieve the company's objective of knowing our subscribers to manage customer relationships efficiently but also it will be a step towards achieving the national vision of Digital Drukyl.

E-KYC will enable customers to register for BT's prepaid mobile services and also to update their personal profile as and when required, thus, replacing the existing manual process of filling forms such as prepaid forms/legal stamps which include forms for New Registration, SIM Replacement, Application for SIM Replacement, Tourist SIM, and Reconnection & Customer Information Update, however, Employer Assurance Form will continue to exist. It improves efficiency and makes tasks easier to manage for our subscribers. E-KYC service can be easily availed via mobile handset apps or the Web portal. The long-term plan is to incorporate another line of business in the platform moving forward to have a single unified system for provisioning and management of the relationship with our valuable customers. This system can also be used for sharing subscriber's information by BT within the scope of customer privacy policy to avoid multiple resubmissions



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for customer details and registration forms. This initiative is the first step towards achieving broader goal of the company which is to digitally manage Customer Relationships which will help us to design and market our products and services as per their needs and requirements.

You can update the personal details of your SIM through the KYC feature in My BT app.

1.22 B-Krita

Enter into the world of games with B-Krita. It is a gaming portal that has more than 500 different games aggregated to a single platform and provided to our subscribers on a single interface.

The games in B-Krita do not have advertisements or registration requirements to individual games and you do not have to wait for updates or share the links to get access to advance levels. B-Krita users can access the game portal from anywhere and at any time.

Flexible subscription plans such as daily, weekly, and monthly are designed keeping in view the current trends. The games are educative, entertaining, and knowledge-oriented for all categories of ages.

There are also parental controls that would enable parents to keep track of what their kids are playing and the durations.

1.23 Tourist SIM

Tourists can avail SIMs at the airport, BT office and from our distributors. We have currently 3 packages as below:

1. Nu.200 Plan, 1GB data allowance, Nu.100/talk-time/sms valid for 7 days
2. Nu.300 Plan, 2GB data allowance, Nu.100/talk-time/sms valid for 14 days
3. Nu.500 Plan, 3GB data allowance, Nu.200/talk-time/sms valid for one month

2. Fixed Line services

2.1 Fixed Line Telephony:

It refers to a telephone line that travels through a solid medium, either metal wire or optical fiber, as distinguished from a mobile cellular line, where transmission is via radio waves. Landlines usually have a lower price for calling time but they are less convenient. A land line is also used to increase the security of communications, as it cannot be intercepted by a receiver without physical access to the line.

Fixed Line Telephony can be further categorized as fixed wire-line telephony and fixed wireless telephony. Fixed Line Telephony provides services such as local calls and long distance calls-national and international.



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2.2 Telephony voice

Fixed-line telephony has:

- >local call facility- calls within local only
- >STD- Calls within the country
- >ISD- International calling facility

Fixed-line has the following services;

2.3 Call Barring:

This feature allows you to bar incoming and outgoing calls using a password selected by you. This is a security measure to prevent the possible misuse of your phone. You can selectively bar all incoming calls or all outgoing calls as well as outgoing ISD calls.

2.4 Call Forwarding:

Call forwarding (or call diverting), in telephony, is a feature on some telephone networks that allows an incoming call to a called party, which would be otherwise unavailable, to be redirected to a mobile telephone or other telephone number where the desired called party is situated. It was invented by Ernest J. Bonanno. In North America usually (though not always) the forwarded line rings once, to remind the customer using Call forwarding that the call is being redirected. More consistently, the forwarded line indicates its condition by stutter dial tone.

2.5 Call Waiting:

Call waiting in telephony, is a feature on some telephone networks. If a calling party places a call to a called party which is otherwise engaged, and the called party has the call waiting feature enabled, the called party is able to suspend the current telephone call and switch to the new incoming call (Typically, this is done by pushing the flash button), and can then negotiate with the new or the current caller an appropriate time to ring back if the message is important, or to quickly handle a separate incoming call.

2.6 Call Holding:

Call hold service allows you to hold the line while speaking with one interlocutor, make an outgoing call and after that return to the first conversation. In other words, call holding service allows you to put an active call on hold while you answer a second incoming call.



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2.7 Multi-Hunting:

Multiline hunting (sometimes MLH, line hunting or MHG, multiline hunting group) is a feature that allows multiple telephone lines going into a business to act as a single group, called a hunt group. This type of fallback is a somewhat more complex form of call forwarding. If the line called is busy, the call goes to the next available line. Only if no lines in the group are open does the calling party get a busy signal.

2.8 Three Digit Numbers:

This service, known as emergency numbers, allows a caller to contact local emergency services for assistance. The emergency telephone number differs from country to country. It is typically a three-digit number (though not always), so that it can be easily remembered and dialled quickly to avail of the service in an emergency.

2.9 Six Digit Numbers:

It is the easy-to-remember phone numbers that are being provided to business organizations as well as individuals if needed.

3. Internet services

3.1 Data Center

IT operations are a crucial aspect of most organizational operations around the world. One of the main concerns is business continuity; companies rely on their information systems to run their operations. If a system becomes unavailable, company operations may be impaired or stopped completely. It is necessary to provide a reliable infrastructure for IT operations, in order to minimize any chance of disruption. Information security is also a concern, and for this reason a data center has to offer a secure environment which minimizes the chances of a security breach.

Data centers are involved in running Amazon, Facebook, eBay, Disneyworld, etc. Regardless of the size and purpose of the data centers, all data centers serve one purpose that is to “process information”.

3.2 Broadband

Broadband is a high-speed Internet connection using which you can connect from home or office.

The speed that can be delivered starts from 256 Kbps (which is theoretically almost 5 times as fast



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as the dial-up connection) to as high as 2 Mbps. It is also capable to make a network (e.g. LAN) at your premises to share Internet. You only need fixed telephone line connection at your home which you can apply if you don't have one and a broadband modem (CPE) which you can procure from BT.

The broadband packages are found here <https://www.bt.bt/broadband/>

3.3 Internet Leased Line

Internet leased line is a dedicated permanent connection to the Internet which is always available 24/7 for a flat monthly fee. An organization can share Internet leased line connection within its computer network (LAN), so all computers can connect to the Internet – to provide cheaper communication facilities and enhance work productivity.

3.4 P2P Leased Line

P2P is a dedicated circuit connecting two end points for transferring and sharing data between them. This is same as the extension of your computer (LAN) network to a distance i.e. similar to a Wide Area Network (WAN). This service is provided for national and International connectivity.

3.5 IP VPN

IP VPN is a technology that allows an organization to deliver private data reliably by securely connecting their Headquarter, regional and/or branch offices economically irrespective of their geographic locations. IP VPN will establish point to multipoint connectivity between the different sites while securing the data transmitted using tunneling mechanisms and cryptography. IP VPN is transparent to the end users and can easily scale to connect hundreds of sites.

3.6 Domain Registration

BT Domain Registration Services allows individuals, companies and organizations to reserve a website domain, for example www.yourdomain.bt. BT will register your domains under the sub-extension of .bt (for example .com.bt etc) as part of the Bhutan Network Information Center. BT also registers country level name, e.g. www.yourdomain.bt



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3.7 Web Hosting

BT Web Hosting Services allows individuals, companies and organizations to provide their own websites to share data and information. By availing such services, you are provided with a space on our web server for your use and a 24/7 Internet connectivity.

3.8 IP Transit

Internet transit is the service of allowing network traffic to cross or "transit" a computer network, usually used to connect a smaller Internet Service Provider to the larger Internet. Technically, it consists of two bundled services:

The advertisement of customer routes to other ISPs, thereby soliciting inbound traffic toward the customer from them.

The advertisement of others ISPs routes (usually but not necessarily in the form of a default route or a full set of routes to all of the destinations on the Internet) to the ISP's customer, thereby soliciting outbound traffic from the customer towards these networks.

3.9 National Peering

Peering allows other Internet Service Providers (ISPs) to exchange local traffic from/to our and their networks. This way, costs on international bandwidth will be saved since the traffic exchanged remains local within the peering networks.

3.10 Mail Hosting

BT provides mail hosting service for any domains registered with BT. With this you will be able to have a email@yourdomain.bt. This e-mail address is being protected from spam bots, you need JavaScript enabled to view it, which will be hosted in BT, maintained round the clock, with latest virus detection and cleaning software installed for protections from email viruses. The mail hosting, has two features, pop mail and the web based web mail which can be checked from <http://mail.yourdomain.bt>

3.11 Group Mail

By taking this service, customers can now have an email sent to common group. This is very similar to a mailing list except you need not be a subscriber to mail to the group.



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.3 VoIP Telephony

VoIP, the Internet Telephony service is the cheaper alternative for making international calls to some selected destinations. The service was launched on 8 September 2004. However, the quality of transmission at times may not be as good as that of traditional circuit switched technology as the availability of required resources specially, outside of our network is beyond our control. Facsimile transmission cannot be sent on this alternative presently. Further, this service is available from fixed phones only and will not be accessible from DAMA connections.

3.13 Webmail and Chat Advertisement

Commercial advertisements (including notices, announcements, etc.) in texts can be carried unobtrusively in the footer of our webmail. Maximum of only 2 ads with each having 30 words maximum will be included at one single time.

The space around the web chat applet can be used for accommodating advertisement. Text ad will contain maximum of 30 words and the banner ad will be limited to maximum size of 135px (width) and 40px (height).

4. Products under B-Mobile:

- SIMs
- Vouchers
- Tourist SIMs
- 4G dongle
- LTE Router
- Vivo phones
- Teclasts tablets

5. Products under internet:

- Switch
- Media converter



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- Router
- ONT Modem

6. Products under Fixed Line:

- Cables
- IP phones