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BHUTAN TELECOM LIMITED

REGISTRATION FORM FOR FIXED WIRELESS ACCESS LEASED LINE SERVICE

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

1. Name of the Customer:

First.....Middle.....Last.....

2. Gender: Male Female Others

3. Date of Birth:

4. Present Address:

5. Permanent Address :

Village..... Gewog..... Dzongkhag.....

6. Email ID (for Ebilling):

7. For Bhutanese Nationals

Citizen Identity Card No

8. For Resident of Bhutan

Resident Permit No

9. For Foreigners (other than India)

a. Nationality.....

b. Passport No.....

10. For Indians

a. Indian Residents in Border Areas: Voter Card No/Ration Card No

b. Indian Workers: Immigration Permit No

(Should fill and attach the Employer Assurance Form also)

c. Indian Tourists: Passport No/ Immigration Permit No

11. Connection for (Individual/Office/Private Organization/Machine SIM):

Date:



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B. MANDATORY DOCUMENTS

| 1. For Bhutanese Nationals | 2. For Foreigners | 3. For Indians |
|--|--|--|
| a. Copy of CID <input type="checkbox"/> | a. Copy of Passport <input type="checkbox"/> | a. Copy of Passport <input type="checkbox"/> |
| b. Copy of parent/guarantor's CID in case of minors <input type="checkbox"/> | b. Copy of residency letter <input type="checkbox"/> | b. Copy of Voter Card/Ration Card <input type="checkbox"/> |
| | | c. Copy of Immigration Permit <input type="checkbox"/> |

C. TYPE OF SERVICES*

1. **Required Bandwidth** Mbps (minimum 2 Mbps)

Note:

- *Activation charge Nu.100 PostPaid Service.*
- *The installation/ set up charge of Nu. 2,500 shall be applicable*
- *The shifting charge of Nu. 2,500 shall be applicable*

D. If you are taking SIM by using other person's documents, please furnish your details and signature below:

1. Name:(Dasho./Lam./Dr./Mr./Ms.):
2. Citizenship Identity card Number:
3. Phone Number:
4. Address:
5. Signature:

Date:

Tel: +975-2-343434 Fax: +975-2-324312
Drophen Lam 2/28, Post Box 134, Thimphu, BHUTAN



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E. DECLARATION

I hereby declare that all the information provided are true and correct. In the event I lose this SIM Card, I will immediately report to the concerned service provider, failing which I shall take full responsibility for any subversive activities undertaken through the use of this SIM card. I declare that I have read and understood the terms and conditions of service printed overleaf.

| |
|---------------|
| Affix Nu. 10 |
| Legal stamp |
| and signature |

For official use (Not to be filled by customers):

1. **Filled in form received after proper verification of details by Cashier/Distributor**
 - a) Name & Signature.....
 - b) Date:
2. **MSISDN Number** (Cellular Mobile Number provided).....
3. **Sim Card no.**
4. **FWA CPE Specification:**
 - a. Outdoor model no.....Qty.....
 - b. Indoor model no.....Qty.....

Date:

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BHUTAN TELECOM LIMITED

TERMS AND CONDITIONS

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 fibre connectivity through which services are provided.
7. 'Reconnection' means the restoration of a temporarily suspended service.

B. GENERAL GUIDELINES

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

C. CUSTOMERS AVAILING FWA LEASELINE

i. RIGHTS AND RESPONSIBILITIES OF THE SERVICE PROVIDER

1. Service Provider is responsible for transmission of internet service only till the point of customer-sidemodem/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 anytime 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.

ii. RIGHTS AND RESPONSIBILITIES OF THE CUSTOMER

1. The period for the agreement (ownership of CPE) will remain with service provider 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 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/she 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.
3. If the client changes his email Id, he/she shall intimate billing section for the update on new mailing address. The customers should provide valid email address for receiving the e-billing, failing which Bhutan Telecom Ltd will not be held responsible, if the customer does not receive bill through e-billing.

iii. INSTALLATION OF FIXED WIRELESS ACCESS CPE

1. CPE shall be provided for free. The ownership of the 5G CPE provided shall remain with Service Provider.
2. In the event of damage of the device within 12 months of installation, Service Provider shall repair/ replace the LTE CPE for free upon verification. However, the damages after the 12 months of installation due to any circumstances including natural and unavoidable catastrophe, the damage charge shall be borne by the Customer.
3. The initial set up/ shifting charge of Nu. 2,500 shall be borne by the Customer.
4. Since the equipment is given free, warranty will not be provided.
5. The connection will be provided only on postpaid numbers.
6. Service Provider will insert FWA provisional BT SIM during initial setup to ensure SIM or network lock.

Name & Signature of the customer:

Date:

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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
- Fixed Line Telephone Facilities
- Leased Line
- Fixed Wireless Access 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/Msbearing
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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