



REGISTRATION FORM FOR POSTPAID SIM CARD

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 ____/____/____ (DD/MM/YY)

4. Present Address _____

5. Permanent Address:

Village _____ Gewog _____

Dzongkhag/District _____

6. Email ID (for E-billing): _____

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 Number _____

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: _____(DD/MM/YY)

B. MANDATORY DOCUMENTS

1. For Bhutanese Nationals

- a. CID Copy
- b. Copy of parent/guarantor's CI D in case of minors

2. For Foreigners

- a. Passport Copy
- b. Copy of residency letter

3. For Indians

- a. Passport Copy
- b. Copy of voter card/ration card
- c. Copy of immigration permit

C. TYPE OF SERVICES*

POSTPAID SERVICE: (Standard Package–Voice with STD and ISD facility) *(please tick the additional services)*

- | | | |
|---------------------------|--------------------------------|--------------------------|
| a. CLIR | Nu.100/month | <input type="checkbox"/> |
| b. Supplementary services | Nu.50/month | <input type="checkbox"/> |
| c. International Roaming | Nu10,000 (as security deposit) | <input type="checkbox"/> |



d. Itemize Billing

Nu.50/Month

*Fill up Postpaid Mobile Internet Package Subscription Form to subscribe postpaid data plans and to avoid getting charged on pay-per-use for data usages or visit Bhutan Telecom website www.bt.bt for more information.

**Nu.100 for new SIM is 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. Phone Number _____
5. Address _____
6. Signature _____

Date _____

E. REGISTER FOR B-WALLET/BNGUL (optional)

c. B-Ngul

d. B-Wallet

**Please fill B-Ngul & B-Wallet registration form if you are opting the above-mentioned service.*

F. 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.



I hereby provide my consent to Bhutan Telecom to share the personal information/ data submitted herein by me in this document with Credit Information Bureau of Bhutan Ltd. and this consent clause constitutes waiver of my right to make any objection for further use of such information/ data hereafter by CIB/BT for all lawful purposes until I withdraw the same in writing.

Affix legal
stamp &
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.** _____

Date _____ (DD/MM/YY)

TERMS AND CONDITIONS

i. DEFINITIONS

1. **‘Service Provider’** means B-Mobile Cell 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 reasons for such suspension are removed.
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 cellular telecommunications network through which services are provided.
7. **‘Service’** means cellular mobile service including other services as may be offered by the Service Provider from time to time.
8. **‘Reconnection’** means the restoration of a temporarily suspended service

ii. GENERAL GUIDELINE

1. The Service Provider shall provide service only to those who agree to fulfill and comply with the requirements laid down in the ‘Registration Form for SIM Card’ 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.

iii. RIGHTS AND RESPONSIBILITIES OF THE SERVICE PROVIDER

1. The subscriber number allotted to the customer shall remain the exclusive property of the Service Provider at all times.
2. The Service Provider may transfer the given number to a new customer subject to written consent of the existing customer and submission of necessary forms and documents by the new customer.
3. The Service Provider shall have the right to terminate the service if the information provided by the customer is found to be false or has breached any of the terms and conditions of this document or used for any unlawful purpose.
4. The Service Provider shall not be liable for any act of commission or omission by a third party without written consent of the Service Provider.

5. The Service Provider has a right to change 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.
6. The Service Provider shall send the bills/invoice, if any, for the service through an appropriate mode as may be decided by the Service Provider.
7. The Service Provider has a right, unless the customer indicates otherwise, to send promotional/social messages or materials to customers via electronic means, including voice, text messages (SMS) and emails.
8. The Service Provider has a right, to reassign the same number to a customer after a period of three months of inactivity, unless the customer specifies otherwise to keep their current number through retention.
9. The Service Provider may, without liability, temporarily suspend whole or a part of the service at any time without notice to rectify network.
10. The Service Provider will try to rectify faults and attend to customer complaints as promptly as possible.
11. The maximum liability of the Service Provider under all circumstances in contract, tort or otherwise shall be limited to refund of the security deposit, if any, after adjusting any charges due from the customer.
12. The Service Provider shall not be liable for any failure to provide services caused due to force majeure or which are beyond the control of the Service Provider.

iv. RIGHTS AND RESPONSIBILITIES OF THE CUSTOMER

2. The customer shall have uninterrupted use of the services except as provided in this agreement.
3. The customer shall not use the services which may cause irritation, annoyance, embarrassment, harassment or nuisance of any kind to others.
4. The charges for voice and other services are based on prevailing regulations, interconnection regime and other arrangements agreed with other telecom Service Providers. If there are changes in the arrangement, customer shall have to pay additional charges to the Service Provider.
5. The customer shall be liable for any damages, injuries, charge or expenses as may be incurred by the Service Provider due to the act of the customer.
6. The customer shall not transfer or assign its obligations/liabilities agreed herein to any other party without the prior written consent of the Service Provider.
7. The customer may be required to make such deposits as may be required to cover the cost of services rendered or to be rendered by the Service Provider.
8. The customer shall ensure that the services from the Service Provider are used for lawful



purposes only.

9. The customer shall promptly inform the Service Provider in writing for if they lose the SIM card issued to them to avoid misuse of the said SIM card. In case of failure to report, customer shall be solely liable for any liability that may arise.
10. The customer shall pay all charges within the stipulated time period to the Service Provider failing which 15% interest per annum shall be levied.
11. It is customer's responsibility to inquire about their outstanding dues and in case of non-receipt of invoices/bills (for postpaid service).
12. If there is any deficiency in the service, the customer shall intimate the Service Provider and the Service Provider shall rectify it expediently.
13. The customers desiring to change their service, value added features or ownership need to inform to the Service Provider in writing or unless the Service Provider waives such requirement.
14. The customer may terminate this agreement at any time by submitting the prescribed form and after paying all outstanding dues to the Service Provider.

Name of the customer _____

Customer's Signature _____

Date _____ (DD/MM/YY)