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BHUTAN TELECOM LIMITED



APPLICATION FORM FOR 4 Digit Premium NUMBER

A. Customer Details

a. Name of the Individual / Organization / Company.....

b. Address

c. Citizenship Identity Card No:
.....

d. Contact Number:

e. Email Address:

f. Hidden Numbers(s):
(The hidden number should be either post-paid number or fixed line number)

g. Fees:

i. Monthly Premium of Nu. 500.

ii. Toll Free Option (Tick one):

a. Yes (the incoming calls to your premium number would be free, and a monthly toll-free charge of Nu. 3,000 per hidden number would be levied).

b. No (the incoming calls to your premium number would be charged same like any other fixed or mobile number).

h. Effective Date:

Signature of the Customer(s):**Date:**

2. For official use only

a) Counter:

Provide Premium No:Assign Premium charge(s) to hidden

Number Issued on:Issued & assigned by:

b) Switch & Mobile Core:

Activation Date.....Activation Done by:



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c) Billing:

Rate(s) Configuration Date:Configuration Done by:

TERMS AND CONDITIONS FOR CUSTOMERS

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 is the temporary removal of both outgoing and incoming services either due to non-payment of 3 or more bills or by voluntary surrender by customers. Services in such cases may be restored by clearing the dues or by re-connection respectively.
4. 'De-activation is the permanent removal of service.
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. '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 fulfil and comply with the requirements laid down in the 'Registration Form for four digit premium number" 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. The four digit premium number allotted to the customer shall remain the exclusive property of the Service Provide at all times.
2. Service Provider is responsible for providing mapping of four digit short code to the back end number beyond which responsibility entirely lies with the customer.
3. 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
4. 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
5. 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
6. The Service Provider may, without liability, temporarily suspend whole or a part of the service at any time without notice to rectify network



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7. 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.

D. RIGHTS AND RESPONSIBILITIES OF THE CUSTOMER

1. The customer shall have uninterrupted use of the services except as provided in this agreement.
2. The charges for Toll 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.
3. 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.
4. 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.
5. 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.
6. The customer shall ensure that the services from the Service Provider are used for lawful purposes.
7. The customer, at the time of surrender/suspend or disconnect the back end number of the short code, shall in inform the service provider in written. In case of failure to report, customer shall be solely liable for any liability that may arise.
8. The customer shall pay all charges within the stipulated time period to the Service Provider failing which 15%interest per annum shall be levied
9. If there is any deficiency in the service, the customer shall intimate the Service Provider and the Service Provider shall rectify it expediently.
10. The customers shall intimate the service provider if there is any changes in the hidden number of the short codes in written through customer counter.

I have read, understood and agree with the terms and conditions of this service form.

Signature
over Legal
Stamp

Name of the Customer:

Official Seal

Name and Signature of Witness:.....

Contact Number:.....