



འབྲུག་བརྒྱུད་འཕྲིན་ཚོང་།

**BHUTAN TELECOM LIMITED**

## WELCOME PACK FOR BROADBAND INTERNET

We thank you – our valued customer for subscribing to Broadband Internet service! This leaflet provides information essential to get most value out of your subscription.

### **Definition**

Broadband is a high-speed Internet connection. We set your speed to 2 Mbps and you should get a speed of at least 256 Kbps, which is a broadband in our context.

### **Service Activation Time & Setting Up**

Broadband Internet service activation on your fixed telephone line will take maximum an hour after the feasibility has been determined and your application being accepted. However, we will try to activate it as soon we can. After the service activation, if you do not know how to set up, please contact our Contact Center and Support the details for which are provided at the end of this leaflet.

### **Optimizing Broadband Use**

Data quota (in GB or MB) allotted to subscription accounts your every Internet activity and not only uploads and downloads. This means the data quota will include but not limited to: browsing of websites, chatting (both texts & voice), downloading/uploading of files (documents, music, movies, etc.) sending/receiving emails and attachments, etc. Watching videos (like YouTube), video chatting (e.g. Skype video), browsing through pictures (e.g. in Facebook), playing games, etc. will consume your data quota faster and more than normal web browsing and emailing. Therefore, please refrain from unnecessary Internet activities, which will consume your quota and cost you more.

### **Broadband Packages**

*Prepaid Package:*

Package Name (✓ in below)	Data Quota (GB)	Validity
BB 399 <input type="checkbox"/>	8,192	1 Month
BB 599 <input type="checkbox"/>	15,360	1 Month
BB 1099 <input type="checkbox"/>	32,768	1 Month
BB 1499 <input type="checkbox"/>	46,080	1 Month
BB 1999 <input type="checkbox"/>	63,488	1 Month
BB 2499 <input type="checkbox"/>	81,920	1 Month

*Postpaid Package:*

Package Name (✓ in below)	Data Quota (GB)	Validity
BB 499 <input type="checkbox"/>	9,216	1 Month
BB 799 <input type="checkbox"/>	19,456	1 Month
BB 1199 <input type="checkbox"/>	33,792	1 Month
BB 1599 <input type="checkbox"/>	46,080	1 Month
BB 2199 <input type="checkbox"/>	66,560	1 Month
BB 2999 <input type="checkbox"/>	102,400	1 Month

### **Billing & Renewal**

*Prepaid Package:* Your account will expire or is valid until and become inactive with whichever occurs first: EITHER on expiry of 30 days validity OR exhaustion of data quota. If you have data quota left and your 30-days validity is about to end, renew your account prior to the expiry date in order to have the remaining data quota carried over and credited to your renewal. Otherwise, your remaining data quota will be lapsed.

*Postpaid Package:* Customer will have to pay a minimum of package cost in a calendar month even when the usage is lesser than the data quota allocated to the package of your subscription. Excess usage is charged at rate per MB applicable to your package. Your bill at least for the subscription plus addition usage (if any) will be automatically emailed (to the address provided in the broadband application form) in the beginning of the calendar month following your usage's month. It is your responsibility to ensure that you provide us the correct email address and to contact us if you don't receive the bill. The expiry date is end of the calendar month and no remaining data quota is credited to the following month.

### **Service Termination & Reconnection**

*Prepaid Package:* If the broadband account has not been renewed even once in 60 days, the service may be automatically deactivated and terminated without a notice to customer.

A reconnection fee prevailing during then will apply if a service is needed back. Bhutan Telecom then cannot commit the feasibility of the service because the resources would have been allocated to other customer. We recommend that you keep renewing the package before the expiry to ensure that the service is not terminated.

*Postpaid Package:* The broadband service will be automatically deactivated if there 2 months unpaid bills are accumulated. If a customer wants to terminate the service, please fill up and submit Service Surrender Form at BT service counter. Please ensure you get acknowledgment document of service termination from our staff. A customer will have to clear all the bills including the calendar month of termination date. Failing this termination process, a customer will be billed for additional calendar month(s) after the last recorded usage's month. This is because we do not terminate or deactivate postpaid service with the assumption that service shall be continuously provided without termination in between. The same terms & conditions as in prepaid apply for reconnection.

### **Monthly Rental**

A calendar monthly rental charge of BTN 100 will apply whether a customer uses fixed telephone line service and /or only broadband. It may be billed separately.

### **Managing Broadband Account, Usage & Bill**

A customer can change password; and for prepaid: monitor usage and expiry/validity date; and for postpaid: check bills; which are all made available on BT website ([www.bt.bt](http://www.bt.bt)) by clicking on the link "Manage Your Bills". You can use the same broadband login (i.e. account) name and password to log in on that page. Alternatively, if you have provided mobile number (only B-Mobile at this time) in the broadband application form, you can use SMS to perform the following:

To change password:

Type **password** and send SMS to 3939

To monitor usage and expiry/validity date (available only to prepaid customer):

Type **bal** and send SMS to 3939

Note: Postpaid customers can check bills after login on the above page.

If you have not provided your mobile number in the application form, please contact us to register your number.

### **Customer's Responsibility**

A customer has full control and management of one's broadband login account including the password. It is your sole responsibility to secure your login credentials (i.e. login name and password) from unnecessary/ unauthorized use, leakage, theft, or fraud. Bhutan Telecom recommend that your computer is maintained with the latest software patches, antivirus, etc. to protect it from generating unwanted internet traffic or usage without your knowledge—which will

consume your broadband data quota. “Disconnect” the broadband connection when not in use. In the event of causes by any such and related incidences listed herein, you are fully accountable for the resulting outcomes.

### **Support: at Three Levels**

For any support or inquiry, please adopt the following escalation matrix from Level 1 to the higher up. This is because the lower escalation contacts have better capability to resolve your (technical) case than directly trying to reach higher escalation contacts, which may become bit ineffective as they may be engaged in their core functions when you try to reach them.

#### **Level 1 (L1) Support: BT Contact Center**

Call our Contact Center at 1600. It is a toll free number. Please always use this as the first point of your contact.

If L1 can't resolve your problem or answer your query, they will bring into call conference Level 2 (L2) support or forward the case to them.

#### **Level 2 (L2) Support: Directly by Technical Official at Bhutan Telecom, Thimphu**

Call 343434 Ext. 2014 or 330021

If L2 can't resolve your case, they will engage our higher-level (L3) engineers to assist you during the call or get back to you.

#### **Level 4: Nodal Officers in Regions**

Should our technical team fail to resolve your case, we have a Nodal Officer to reach out to at each of our regional operations in Bhutan.

#### **Western Region**

Thimphu, Semtokha, Dechenchoeling, Khasadrapchu, Lobeysa, Punaka, Rurichu, Lobeysa, Wangdue, Gasa, Khangkhu, Santsham, Haa, Damthang, Jengkha.

Phone: 343434 Ext.4001

Email: [rmwr@bt.bt](mailto:rmwr@bt.bt)

#### **South Western Region**

Phuentsholing, Samtse, Gedu, Pasakha, Tsimasham, Rinchentse-Tala, Sipsoo, Tsimasham, Gomtu, Chapcha.

Phone: (02) 343434 Ext. 7001

Email: [rmswr@bt.bt](mailto:rmswr@bt.bt)

#### **Central Region**

Gelephu, Sarpang, Tsirang, Dagapela, Dagana, Drujeygang, Surrey, Trongsa, Jakar, Chumey, Zhemgang.

Phone: (02) 343434 Ext. 6001

Email: [rmcr@bt.bt](mailto:rmcr@bt.bt)

#### **Eastern Region**

Samdrup Jongkhar, Deothang, Nganglam, Samdrupcholing, Jomotshangkha, PemaGatshel, Trashigang, Kanglung, Trashy Yangtse, Rangjung, Mongar, Gyelposhing, Lhuentse, Khaling, Wamrong, Tsenkharla, Dremetse.

Phone: (02) 343434 Ext. 5001

Email: [rmer@bt.bt](mailto:rmer@bt.bt)

ENJOY BHUTAN TELECOM'S HIGH SPEED BROADBAND INTERNET!!!