



BT AirFiber (FWA) APPLICATION FORM

Individual / Organization / Company Details

Name	
Present Address	
CID/Business License No.	
Mobile No. for SMS	
Email Address	

Permanent Address (for Bhutanese only):

Village:	Gewog:	Dzongkhag:
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Tick Required Prepaid Package/Plan

Plan (in Nu.)	Bandwidth	Data Cap (GB)	Data Cap with GST (GB)	Post capacity Speed	TICK
3999	< 200 Mbps	900	857.14	2 Mbps	
3499	< 150 Mbps	780	742.86	2 Mbps	
2999	< 100 Mbps	660	628.57	2 Mbps	
2499	< 50 Mbps	540	514.29	2 Mbps	
1999	< 30 Mbps	420	400.00	1 Mbps	
1499	< 15 Mbps	300	285.71	1 Mbps	
1099	< 5 Mbps	200	190.48	512 Kbps	

Location of Installation (*exact location*)

Preferred Installation Date

CPE Configuration (tick)	By BT Technician		By Customer	
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Important Note for Customers

- On exhaustion of the data quota, the service will continue at **FUP bandwidth**, allowing **unlimited usage** for the duration of the pack validity.
- Nu.5,000 for BT AirFiber equipment shall be applicable for customer
- 5% GST is applicable to equipment & all BT AirFiber plans
- Customer can opt for one base pack at a time (one package per month)
- The service will be available only in areas/regions with 5G network coverage
- CPE will be set up and configured either at the **BTL Counter** or at the **customer's premises**, based on the customer's preference.
- Free replacement will be provided for defective CPE within one month of sale/installation
- Shifting/setup charges shall not be applicable
- Geo-fencing relocation fee of Nu. 500 shall be applicable
- SIM charges shall not be applicable (free prepaid SIM)

Declaration

I hereby declare that all the information provided are true and correct. I declare that I have read and understood the terms and conditions of service printed overleaf. I/We also agree that we will not supply or share internet access to any other third parties.

Affix a Legal
Stamp and
Signature

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/Barring' means the temporary removal of services, which may be restored after clearing the dues having more than 3 months.
4. 'Disconnection/Deactivation' 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 fiber connectivity through which services are provided.
7. 'Reconnection' means the restoration of a temporarily suspended service.
8. "Access Medium" means the medium, by or through which, the Client may utilize the service;
9. "BICMA" means the Bhutan InfoComm & Media Authority.
10. "Login Name" means any number or alphanumeric symbols or characters assigned by BTL to the Client as Login Name, Login ID, User Name or User ID (whether or not applied for or selected by the Client) to be used by the Client, in conjunction with the Password, to access the Service or bundled features of the Service.
11. "Password" means any number or alphanumeric symbols or characters assigned by BTL to the Client as the Password (including any changes thereafter whether or not selected by the Client) to be used by the Client, in conjunction with the Login Name, to access the Service or features bundled with the Service.

12. "Party" or "Parties" means the "Client" and "BTL" to be referred individually as Party and collectively Parties.
13. "Service Date" means the date on which the service has been successfully commissioned after the test period.
14. "Service Outage" shall be an incident of service interruption or stoppage of at least THREE continuous hours in duration, which arises due to malfunction of software/hardware, equipment, Access Medium, power systems, etc. over which BTL has direct control. Service outage shall not cover the damage or failure or service interruptions due to any other causes in the Client's premises or any other cause beyond the control of BTL. For Scheduled Maintenance, BTL shall inform the Client, at least one day before the maintenance activities are carried out.

B. Provision of Services

1. BTL agrees to provide the Client, Service as described in the form, within a proposed date after execution of this agreement and payment of the initial setup charges. The applicable charges for this Service shall be as per the information in the form.
2. The Charges for the service shall remain valid during the Minimum Subscription Period. BTL reserves the right to revise these charges after the expiry of the Minimum Subscription Period.
3. During the effective contract period, BTL may upgrade the Service to a higher capacity upon written request from the Client. Client shall be liable for the new charges based on the Service Date of the upgraded Service.
4. BTL reserves the right to periodically review and update its offerings, including modifying, discontinuing, or introducing new plans, packages, offers, and service rates. These

changes may be implemented as needed to enhance the services and the changes shall be notified to customers.

- Client agrees that it shall be solely responsible for providing, at its own cost and expenses, the network, equipment, applications, power systems, etc. at its premises to use the Services provided by BTL. The Client shall also be responsible for its internal network and the systems connected to it.
- Client shall provision stable power source (AC 220- 240V) for customer premises equipment (CPE) in the client premises.

C. AMENDMENTS

- No variation in or modification of the terms of the Agreement shall be made except by written amendment signed by the Parties.

D. USE OF SERVICE

- The Service is supplied for decent and lawful purpose only or any other guidelines issued by BICMA.
- Customer/Client is not allowed to resale the Service and the right to access is subject to limits and restrictions established by BTL from time to time.
- Customer/Client is required to fully comply with the provisions of the laws of the Kingdom of Bhutan in force at the time being.

E. AGREEMENT

- The agreement shall remain valid for the Minimum Subscription Period and shall renew perpetually thereafter unless terminated by either party in accordance with Clause K.

F. BILLING & PAYMENT

- Client agrees to pay an equipment cost and package plan upfront.
- 5% GST shall be applicable to both FWA plans and the CPE charge
- The Parties agree that the charges reflected in the invoice are inclusive of any taxes levied by the government. All such taxes, if applicable in relation to the use of Service by the Client, shall be borne by the Client.
- If there is any deficiency in the service, the customer shall intimate the Service Provider and the Service Provider shall rectify it expediently.

G. WARRANTY & LIMITATION of LIABILITY

- Free replacement will be provided for defective CPE within one month of sale/installation
- Geo-fencing relocation fee of Nu. 500 shall be applicable
- BTL does not restrict access to any destination within the Internet network unless directed to do so by a lawful Authority. Client

acknowledges that other Internet Service Providers may filter or restrict access to other destinations within the Internet network and Client agrees that BTL shall have no liability for any such actions.

- In no event shall either party be liable to other for losses or damages, whether direct or consequential, howsoever arising under this Agreement. It is understood that this clause shall not be interpreted so as to allow a party to avoid liability for payment for the services provided.

H. ASSIGNMENT

- All obligations under this agreement are non-transferable and one Party may not or assign any or all of its obligations to a third party without the prior written consent from the other Party.

I. FORCE MAJURE

- No failure or omission by either Party to carry out or observe any of the terms and conditions of this agreement (other than any payment obligation) shall give rise to any claim against the other Party or be deemed a breach of this agreement if such failure or omission arises from an act of nature, an act of government, or any other circumstances commonly known as Force Majeure.

J. TERMINATION OF SERVICE

- Without prejudice to its other rights, the Client agrees not to terminate the Service until after the expiry of the Minimum Subscription Period unless there is breach of the Agreement by BTL.
- Service will auto-terminate if no recharge is made for more than 3 months.
- For reconnection, customer shall
- Notwithstanding the above Clauses, BTL may terminate this Agreement if Client defaults in the payment of the Invoices within a reasonable period of time.

K. NOTICES

- All notices or other communications relating to this Agreement shall be in writing, addressed to the Parties as mentioned in the Form.
- Notices mailed by registered mail shall be deemed to have been received by the addresses when delivered. Notices sent by fax or email shall be deemed to have been received by the addresses upon confirmation of the receipt.
- Any changes to the above addresses shall be made known to the other Parties in writing. The undersigned, duly authorized hereto by their respective institution or individuals, have signed this Agreement in English language on the date first mentioned.



L. CONSENT CLAUSE

1. The Client hereby consents to the sharing of credit information maintained by BTL with the Credit Information Bureau and other relevant government authorities.

M. GENERAL GUIDELINE

1. The Service Provider shall provide services only to those who agree to fulfill and comply with the requirements laid down in the 'Registration Form for BT AirFiber (FWA)' 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.

N. RIGHTS AND RESPONSIBILITIES OF THE SERVICE PROVIDER

1. Service Provider is responsible for transmission of internet service only till the point of customer-side modem/last mile connectivity beyond which responsibility entirely lies with the customer.
2. The Service Provider has a right to exchange 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.

3. BTL agrees to provide maximum service uptime to the Client with certain Service Quality Assurance as per the service availed by client. The Client acknowledges that BTL cannot guarantee the end-to-end bandwidth commitment due to the nature of the Internet. BTL shall ensure support to resolve any problems that the Client may face with the Service and resolve problems within the timeline provided by BTL as per the different FWA plans provided.

O. RIGHTS AND RESPONSIBILITIES OF THE CUSTOMER

1. It shall be the customer's responsibility to protect and maintain the secrecy of the password assigned to him at all times. The customer will be fully responsible and liable for all charges, losses or damage arising from the use of its username and password and shall have no rights to claim waiver on the ground that password and/or username had been misused.
2. In terms of service shifting, the monthly selected plan will continue irrespective of the days consumed for shifting the connection to a new location.

Customer's Signature & Date

Customer's Name _____ Date (DD/MM/YYYY) _____



BT AirFiber INSTALLATION DETAIL FORM (for Official use only)

Fill all the details after proper verification of documents and equipment:

MSISDN Number

9

7

5

SIM Number

Signature

Name of BTL Official

DD/MM/YYYY

TO BE FILLED BY BTL

Installation Date

Service Activation Date

IP Address Allocated

Package Subscribed

Important Note

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