



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:			
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		
Important Note for Customers					
<ul style="list-style-type: none">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 customer5% GST is applicable to equipment & all BT AirFiber plansCustomer can opt for more than one base pack at a time.The service will be available only in areas/regions with 5G network coverageCPE will be set up and configured either at the BTL Counter or at the customer's premises, based on the customer's preference.A one-month warranty shall be provided from the date of sale, covering only manufacturing defects and hardware failures. The warranty shall not apply to damages resulting from misuse, mishandling, unauthorized modifications, accidents, or user-caused damage.Shifting/setup charges shall not be applicableGeo-fencing relocation fee of Nu. 500 shall be applicableSIM 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. 'Reconnection' means the restoration of a temporarily suspended service.
7. "BICMA" means the Bhutan InfoComm & Media Authority.
8. "Login Name" means any number or alphanumeric symbols or characters assigned by BTL to the customer 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.
9. "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 Customer) to be used by the Client, in conjunction with the Login Name, to access the Service or features bundled with the Service.
10. "Party" or "Parties" means the "Customers" and "BTL" to be referred individually as Party and collectively Parties.
11. "Installation Date" means the date on which the service has been successfully

commissioned after the test period.

12. "Service Outage" shall be an incident of service interruption 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 Customer'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. USE OF SERVICE

1. The Service is supplied for decent and lawful purpose only or any other guidelines issued by BICMA.
2. 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.
3. Customer/Client is required to fully comply with the provisions of the laws of the Kingdom of Bhutan in force at the time being.

C. AGREEMENT

1. The agreement shall remain valid for the Minimum Subscription Period and shall renew perpetually thereafter unless terminated by either party.

D. BILLING & PAYMENT

1. Client agrees to pay an equipment cost and package plan upfront.
2. 5% GST shall be applicable to both FWA plans and the CPE charge
3. 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 Customers.

E. WARRANTY & LIMITATION OF LIABILITY

1. A one-month warranty shall be provided

from the date of sale, covering only manufacturing defects and hardware failures. The warranty shall not apply to damages resulting from misuse, mishandling, unauthorized modifications, accidents, or user-caused damage.

2. Geo-fencing relocation fee of Nu. 500 shall be applicable
3. 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.

F. ASSIGNMENT

1. 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.

G. FORCE MAJURE

1. 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.

H. TERMINATION OF SERVICE

1. Service will auto-terminate if no recharge is made for more than 3 months.
2. For reconnection, customer shall visit BTL counter.

I. NOTICES

1. All notices or other communications relating to this Agreement shall be in writing via mail or shall visit BTL counter, addressed to the Parties as mentioned in the Form.

J. CONSENT CLAUSE

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

K. 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.

L. 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 BT AirFiber plans provided.

M. 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) _____



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BT AirFiber INSTALLATION DETAIL FORM (for Official use only)

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

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

- 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 more than one base pack at a time.
- 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.
- A one-month warranty shall be provided from the date of sale, covering only manufacturing defects and hardware failures. The warranty shall not apply to damages resulting from misuse, mishandling, unauthorized modifications, accidents, or user-caused damage.
- 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)