



PREPAID LEASELINE APPLICATION FORM				
<b>Individual / Organization / Company Details</b>				
Name				
Present Address				
CID/Business License No.				
Mobile No. for SMS				
Email Address				
<b>Permanent Address (for Bhutanese only)</b>				
Village:		Gewog:	Dzongkhag:	
<b>Tick required bandwidth (prepaid):</b>				
Bandwidth (unlimited)	Unit Rate (Nu.)	Unit Rate (Nu.) with GST	Validity (From Date of Recharge)	Tick
5 Mbps	1,950	2,048	30 Days	
10 Mbps	3,850	4,043		
15 Mbps	5,700	5,985		
20 Mbps	7,500	7,875		
25 Mbps	9,250	9,713		
30 Mbps	10,950	11,498		
40 Mbps	14,200	14,910		
50 Mbps	17,250	18,113		
75 Mbps	24,000	25,200		
100 Mbps	29,500	30,975		
>100 Mbps	285/Mbps			
<b>Equipment Details</b>				
Router (tick)				
Required			Not Required	
If required, how many numbers:				
<b>Customer Type (tick)</b>				
New Customer			Postpaid LL to Prepaid LL Conversion (old)	
Postpaid LL to Prepaid LL Conversion date (only for old customers):				
Previous Service Number (only for old customers):				
<b>Preferred Installation Date (only for new customers)</b>				
(Effort is made to perform installations in a timely manner, however please note that installations will be made on a first-come-first served basis)				
<b>Important Note</b>				
<b>Base Package</b>				
<ul style="list-style-type: none"><li>• GST 5% will be applicable to leasedline equipment/s, packages &amp; any other related charges such as shifting &amp; installation.</li><li>• Each unlimited Base Pack is valid for 30 days from the date of activation.</li><li>• The customer is entitled to unlimited bandwidth for a period of 30 days.</li><li>• No grace period is provided for prepaid lease-line services, unlike prepaid mobile.</li><li>• The same Base Pack may be recharged up to twice within a month. Each recharge will extend the validity period (expiry date) but will not increase the allocated bandwidth.</li><li>• Service will auto-terminate if no recharge is made for more than 3 months.</li><li>• For reconnection, customer shall visit BTL counter and the customer must apply for a new</li></ul>				

registration (same as applying for a new connection).

- No reversal or refund shall be applicable for prepaid lease-line.
- IP address charges are not applicable for prepaid lease-line customers.
- An installation or shifting charge of Nu. 2,500 shall apply for all prepaid lease-line connections.

**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.

Customer's Signature

**For OFFICIAL USE Only**

**Feasibility by CAN (Customer Access Network)**

Feasible		Not Feasible	
Feasibility done by			
<b>Installation</b>			
Installation date (DD/MM/YYYY)			
Installed by			
LLP Number			
Work order		Activation date	

**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 Customer 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 Customers as Login Name, Login ID, User Name or User ID (whether or not applied for or selected by the Customer) to be used by the Customer, 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 Customer) to be used by the Customer, in conjunction with the Login Name, to access the Service or features bundled

with the Service.

12. "Party" or "Parties" means the "Customer" 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 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. AMENDMENTS**

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

#### **C. AGREEMENT**

1. The agreement shall remain valid/renew perpetually thereafter unless terminated by either party in accordance

#### **D. BILLING & PAYMENT**

1. GST 5% will be applicable to leasedline equipment/s, packages & any other related charges such as shifting & installation.
2. Client agrees to pay an equipment cost and package cost upfront.
3. If there is any deficiency in the service, the customer shall intimate the Service Provider and the Service Provider shall rectify it expediently.

#### **E. WARRANTY & LIMITATION of LIABILITY**

1. 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. 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 and the customer must apply for a new registration (same as applying for a new connection).
3. Notwithstanding the above Clauses, BTL may terminate this Agreement if Client defaults in the payment of the Invoices within a reasonable period of time (upfront).

#### **G. NOTICES**

1. All notices or other communications relating to this Agreement shall be in writing, addressed to the Parties.
2. 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.
3. 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.

#### **H. 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.

#### **I. 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 Leasedline' 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.

#### **J. 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



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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.

## **K. RIGHTS AND RESPONSIBILITIES OF THE CUSTOMER**

1. 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.

2. 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.

3. In terms of leased line shifting, the monthly package will continue irrespective of the days consumed for shifting the connection to a new location.

## Customer's Signature

Name of Customer \_\_\_\_\_ (DD/MM/YYYY) \_\_\_\_/\_\_\_\_/\_\_\_\_