

PREPAID BT FIBER 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 bandwidth (prepaid):					
Bandwidth	Unit Rate (Nu.)	Unit Rate (Nu.) with GST	Tick	Bandwidth	Validity
5 Mbps	1,950	2,048		Unlimited	(From Date of Recharge) 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			
		Above 100Mbps: (285/Mbps exclusive of GST)			
Equipment Details					
Router (tick)					
Required				Not Required	
If required, how many numbers:					
Customer Type (tick)					
New Customer		Postpaid BT Fiber to Prepaid BT Fiber Conversion (old)			
Postpaid BT Fiber to Prepaid BT Fiber Conversion date (only for old customers):					
Previous Service Number (only for old customers):					
Preferred Installation Date (only for new customers) _____					
(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)					
Important Note					
Base Package					
- GST 5% will be applicable to Prepaid BT Fiber equipment/s, packages & any other related charges such as shifting & installation. - Each unlimited Base Pack is valid for 30 days from the date of activation. - The customer is entitled to unlimited usage for a period of 30 days. - No grace period is provided for prepaid BT Fiber services, unlike prepaid mobile. - For reconnection, customer shall visit BTL counter and the customer must apply for a new registration (same as applying for a new connection). - No reversal or refund shall be applicable for Prepaid BT Fiber. - IP address charges are not applicable for Prepaid BT Fiber customers. - An installation or shifting charge of Nu. 2,500 shall apply for all Prepaid BT Fiber connections. - Customer Account life cycle has been revised from 3 months to 6 months for onboarding of new contract/ new customers. For existing customers whose account lifecycle is currently set to 3 months and is still active, the lifecycle will remain unchanged. - Customer is able to do recharge with different & same denominations within the same month. However, capping to be maintained for 2 active offers at any point of time.					

- **Different Denominations Recharge:** Customer is able to do recharge with different denominations within the same month. However, capping to be maintained for 2 active offers at any point of time.
Pack Validity Logic: In case of recharge with different denominations, bandwidth increases but validity remains separate—each plan keeps its own expiry, and once one expires, the remaining plan continues with its own validity.
Bandwidth upgrade: 5 Mbps + 10 Mbps = Total 15 Mbps.
- **Same Denominations Recharge:** Customer is able to do recharge with same denominations within the same month. However, capping to be maintained for 2 active offers at any point of time.
Pack Validity Logic: For recharge of the same denomination, only validity is extended (new expiry = last expiry + 30 days), while bandwidth remains unchanged.
Bandwidth upgrade: 5 Mbps + 5 Mbps = Total 10 Mbps.

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)/Technician

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

TERMS AND CONDITION

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. 5% GST shall be applicable to all Prepaid BT Fiber plans and all equipment.
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.

4. **Different Denominations Recharge:** Customer is able to do recharge with different denominations within the same month. However, capping to be maintained for 2 active offers at any point of time.

Pack Validity Logic: In case of recharge with different denominations, bandwidth increases but validity remains separate—each plan keeps its own expiry, and once one expires, the remaining plan continues with its own validity.

Bandwidth upgrade: 5 Mbps + 10 Mbps = Total 15 Mbps.

5. **Same Denominations Recharge:**

Customer is able to do recharge with same denominations within the same month. However, capping to be maintained for 2 active offers at any point of time.

Pack Validity Logic: For recharge of the same denomination, only validity is extended (new expiry = last expiry + 30 days), while bandwidth remains unchanged.

Bandwidth upgrade: 5 Mbps + 5 Mbps = Total 5 Mbps.

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. Customer Account life cycle has been revised from 3 months to 6 months for onboarding of new contract/ new customers. For existing customers whose account lifecycle is currently set to 3 months and is still active, the lifecycle will remain unchanged.
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 Prepaid BT Fiber' 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 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) ____/____/____