

REGISTRATION FORM FOR NEW TELEPHONE CONNECTION			
CUSTOMER'S INFORMATION <i>(Please fill this form in fully legible letters)</i>			
Name of Individual/Organization:			
Current Address:			
SERVICE DETAILS			
Telephone service applied for (tick✓)			
Official	☐	Residential	☐ Business
Location <i>(where do you need the phone connection?)</i> :			
eMail billing address <i>(where do you want your bills to be delivered)</i> :			
Contact Number:			
Facilities Required (tick✓):			
Local	☐	STD	☐ ISD
SERVICE CONNECTIONS APPLIED BY (tick✓):			
Bhutanese	☐	non-Bhutanese	☐
For Bhutanese:			
Citizenship ID No.:		<i>(Please attach a copy of your CID card)</i>	
Permanent Address:			
Village:	Gewog:	Dzongkhag:	
House#:	Thram#:		
For non-Bhutanese			
Passport No/Work Permit:			
Country of Origin/Nationality:			
Address of Home Country:			
Email ID:			
Bhutanese surety's name:			
Citizenship ID#:		Contact#:	
For Private Business			
Business name:			
Note: Please attach a copy of your Non-National ID card/Passport			
Trade license:		<i>(Please attach a copy of your CID card and trade license)</i>	
Business Type:			
List other phone Nos. <i>(connected in your name / business name)</i> :			
I declare that the information provided above is correct to the best of my knowledge and I acknowledge that I have read and understood the Terms and Conditions, including my responsibilities for securing customer-			

owned telecommunications equipment, preventing unauthorized use, and liability for charges incurred through services under my control.

Affix legal
stamp &
signature

Applicant's Signature

For Official Use Only

CAN/Technical team (Feasibility) (tick✓): Yes ☐ No ☐

(This is valid for 14 days only from the date of confirmation)

If Yes:

1. DP Number / Tag:

2. Vertical MDF / Tag:

3. Drop wire length (↓) in meter

a) Use existing drop wire:

b) Self-arranged by customer: meter

c) Purchase from BT: meter

4. Amount to be deposited:

Registration Fee	Extra Drop Wire Cost	Total
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Nu.100.00		
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Cashier:

Please accept Nu. as payment for NTC/Re-NTC of number

****Note: Monthly rental of Nu.300 is applicable for all the customers.**

TERMS AND CONDITIONS

Bhutan Telecom Ltd., as the licensed service provider, hereby lays down the following terms and conditions for the provision of services:

1. DEFINITIONS:

- 1.1 "Customer" shall mean a person or entity that avails any one or more of the services from BTL and it shall also mean the "subscriber" used elsewhere.
- 1.2 "Suspension" refers to temporary removal of services, which will be restored within a reasonable time, after all reasons for such suspension are removed.
- 1.3 "Disconnection" refers to the permanent removal of services. In such a case, BTL shall remove all its equipment or infrastructure from the customer premises and allot them to another customer.
- 1.4 "Reconnection" refers to restoration of a suspended service.
- 1.5 "Termination of Agreement" implies that the agreement between the customer and BTL is nullified after which BTL shall have the right to withdraw the service(s) registered in the customer's name and allot the same to other customers.
- 1.6 "Temporary connection" means that the service is allotted for particular time duration.
- 1.7 "Family" means the customer, his or her legal spouse and their legitimate children.
- 1.8 "Due date" refers to the date on or before which a bill is payable and is written on the upper part of every monthly bill.
- 1.9 "Services" refers to fixed line, cellular mobile & Internet related deeds & performances.
- 1.10 "Unlawful" means activities that are prohibited by relevant Rules, Regulations and Laws of the Country.

2. GENERAL CLAUSE:

- 2.1 Bhutan Telecom Ltd., hereinafter referred to as BTL, will provide telecommunication services to those customers fulfilling the requirements laid down in the Terms and Conditions for the Provision of Services. BTL shall assess the feasibility for the provision of such services based upon the geographical location (a distance up to 100 meters from the nearest distribution point to the customer premises will be the allowable limit). If the provision of service is not feasible due to economic or technical reasons, BTL may propose other solutions at the expense of the customer.
- 2.2 Application for the provision of a telephone connection or any other telecom services or for any changes to the existing service(s) shall be made in writing in a prescribed pro forma available in all BTL offices (also downloadable from BTL website www.bt.bt) and should be submitted to BTL counter.
- 2.3 All applications shall be processed on a first-come, first-served basis.
- 2.4 The said pro forma referred to in 2.2 shall be taken as the service agreement referred to as "Agreement" hereinafter and shall include compliance to the terms and conditions for the provision of services by BTL as described herein.
- 2.5 BT shall be responsible for the operation, security, and integrity of its telecommunications network up to the agreed network termination point. The customer shall be responsible for all equipment, systems, wiring, and networks beyond that point.
- 2.6 Both parties shall cooperate in investigating suspected telecommunications fraud.

3. CUSTOMER'S RIGHTS:

All BTL customers have right to:

- 3.1 A reasonably reliable and acceptable quality of services.
- 3.2 Have their names & addresses reflected correctly in their bills
- 3.3 Complain about their doubts for bills within the due date.
- 3.4 Have their services restored within two working days after lodging formal complaints.
- 3.5 Have their services suspended.
- 3.6 Have their services shifted to a different location upon prior approval of BTL.

- 3.7 Claim transfer of ownership without any charges.
- 3.8 Decide what type of calls to originate from their phones.
- 3.9 Change their billing addresses free of charge.
- 3.10 Pay their bills for any services in any of the exchanges in the country.

4. CUSTOMER'S RESPONSIBILITIES:

All BTL customers have the responsibility to:

- 4.1 Pay all charges due to Bhutan Telecom Ltd. within the due date.
- 4.2 The customer shall remain liable for charges originating from services under its control unless the charges arise directly from BT's negligence or breach of contract.
- 4.3 The customer shall take reasonable measures to protect all customer-owned telecommunications equipment from unauthorized access.
- 4.4 **International Direct Dialing (ISD)** services shall remain barred by default and will be activated only upon the customer's written request. The customer shall be responsible for securing all customer-owned equipment connected to the service. The customer shall be liable for all charges originating from the service, whether authorized or unauthorized, except where such charges result directly from BT's negligence, fraud, or failure to comply with its contractual obligations.
- 4.5 To provide internal wiring/cabling as per the Ministry/Regulatory/Thromde guidelines.
- 4.6 Ensure that the services are not used for any unlawful purposes.
- 4.7 Ensure that the services are not used in ways which cause or may cause irritation, annoyance, embarrassment, harassment or nuisance of any kind whatsoever to others.
- 4.8 Ensure that the equipment connected to the network is used in a proper manner and that the equipment is restored to its normal resting position when it is not being used to call or receive calls.
- 4.9 Upon reasonable notice, carry out adjustments, modifications, alterations or replacements, as the case may require, to customer-owned equipment connected to BTL's network, as and when required by BTL at the customer's expense.
- 4.10 Transfer the service(s) registered under the name of a deceased family member to a living family member.
- 4.11 Notify BTL of any changes in the billing addresses. BTL shall not be held responsible for customers not receiving the bills due to incorrect or incomplete address. BTL must be notified in writing if bills are not received at the end of every month for fixed line and 15th of every month otherwise, it will be assumed as received and no request shall be entertained, thereafter.
- 4.12 Not assign, dispose or transfer the services provided under the Agreement, in part or whole, to a third party without a written consent of BTL. Violation of this term may result in the termination of the agreement by BTL.
- 4.13 Provide an easily accessible termination point for services at his/her premises.
- 4.14 Provide an adequate protection for telecom wiring from power lines/earth wires in his/her premises.
- 4.15 Ensure that the equipment is installed, maintained and operated in a proper manner so that no interference is caused to BTL service and network, and that the safety of BTL's staff or authorized agent and members of the public are not compromised.
- 4.16 The customer shall immediately notify BT upon becoming aware of any suspected unauthorized access, security breach, fraudulent activity, or abnormal usage relating to the service.
- 4.17 Promptly disconnect any equipment from the network, if requested by BTL.
- 4.18 Not to relocate/shift telephone equipment and infrastructure without the consent of BTL.
- 4.19 Customer may terminate the contract agreement at any time through a written consent, but the company will require at least 2 working days to enable it to provide the required postpaid bills for final settlement.
- 4.20 On termination of the Agreement, the customer shall be liable to settle all outstanding dues, if any.

- 4.21 Customers have the right to choose numbers in the gold and platinum category at an additional cost, provided the preferred number is not allotted already.
- 4.22 Mobile numbers of the customers shall not be provided, unless the owner himself/herself requests for it or on receipt of a written order from the court,
- 4.23 Any request for change in service type, addition of value-added service features, ownership change, and withdrawal shall be entertained supported by a written request only.

5. BTL's RIGHTS:

BTL has right to:

- 5.1 Suspend service(s) of a customer if any bill remains unpaid even after the due date.
- 5.2 Decide on the route of the wiring or cabling in consultation with the customer.
- 5.3 Make any alteration to its installations or services if BTL considers such alterations desirable or necessary.
- 5.4 Suspend or disconnect services at premises when maintenance difficulties are anticipated until an alternative solution is put in place.
- 5.5 Suspend or disconnect services at the premises declared to be unauthorized or unsafe by a competent authority.
- 5.6 Charge the customer for the cost of responding to a maintenance request at the customer's premises if it is subsequently ascertained that the cause of the faults was in the customer's equipment or internal wiring.
- 5.7 Use any deposits made by customers to offset any other outstanding bill(s) before the balance, if any, is refunded.
- 5.8 Enter customer name and address in the telephone directory as per the details provided by the customers themselves at the time of taking new telephone connections and/or ownership changed thereafter. New users shall not hold BTL responsible for any discrepancy arising due to non-transfer of ownership from the previous owner of telephone lines. Modification in future issues shall be entertained purely based on the feedback provided by the owner in writing or in feedback forms attached in the directory.
- 5.9 Suspend/disconnect the services of family members if one or more of the members of the same family have defaulted on payments to BTL.
- 5.10 Suspend/disconnect other services provided by BTL if a customer defaults in one or more of any other services rendered by BTL.
- 5.11 BT may, where reasonably necessary to protect the customer or the telecommunications network, temporarily suspend, restrict, or verify unusual or suspicious traffic patterns pending investigation.
- 5.12 BT may temporarily suspend or restrict services where continued usage presents a significant fraud or security risk.
- 5.13 Enter into a customer's premises during reasonable hours and every other place under his/her control through or over which any part of the equipment or wire runs.
- 5.14 Charge the private individual/organization for any relocation/realignment of telecom routes/networks upon receiving request from the private individual/organization to do so.
- 5.15 Charge the private individual/organization for the damage of Telecom properties like cables, joint boxes, cabinets etc. including the machinery and labour charges for the restoration of services/network. The rates applied for such damages will be the rates approved by BT Board from time to time.

6. BTL's RESPONSIBILITIES:

BTL has the responsibilities to:

- 6.1 Provide a reasonably reliable, affordable, and acceptable quality of services to its customers.
- 6.2 BT shall implement reasonable operational measures to protect its telecommunications network.
- 6.3 BT shall use reasonable efforts to investigate reported fraudulent usage and cooperate with the customer in determining the cause of any suspected telecommunications fraud.
- 6.4 Inform customers if the equipment used are technically inadequate.

- 6.5 Ensure the compatibility of its network equipment with other equipment beyond the national network and inform the customers when such changes are introduced in the network.
- 6.6 Ensure that a customer's faulty line is restored within 2 working days of complaint. BTL cannot, however, give any time frame for restoration of faults due to major switching, transmission, and customer access networks, and other equipment problems.
- 6.7 Ensure that billing is done accurately and the bills delivered to its customers on time.
- 6.8 Inform customers through various media when interruption of services are expected for maintenance works.

7. BILLS AND PAYMENTS:

- 7.1 5% GST shall be applicable to invoice/devices.
- 7.2 Customers should contact the BTL office at 1600 or visit nearest counter for any clarifications on their bills.
- 7.3 All payments due to BTL shall be made in cash, crossed cheque, bank draft, demand draft, or ePEMS/Epayment payable to BTL at any of the BTL counter. However, the cheques must be drawn on a local bank where the payment is to be deposited. If the cheques are drawn on a bank other than the local branch, any charges or fees levied by the bank shall be borne by the customer.
- 7.4 If a customer writes or issues a cheque not honoured by his or her bank (that bounces), a collection charge of Nu. 1,000 shall be levied on the defaulting customer, and that customer's subsequent payments in cheque shall not be accepted.
- 7.5 BTL shall levy late payment surcharge for bills not paid on or before the due dates. For any billed amount, a surcharge at the rate of 5% will be levied with a maximum ceiling at Nu. 250 per bill. (*Payment involving Chhetrum will be rounded off to the nearest Ngultrum*).
- 7.6 If a due date falls on a non-working day, the previous working day shall be taken as the ultimate day on which the payment is due, and no appeal for waive off of late payment surcharges shall be entertained.
- 7.7 BTL shall suspend the service(s) of a customer if the bills are not paid on/before due date.
- 7.8 Customers shall be liable to pay BTL full rental charges during the suspension whether it is due to non-payment of bills or upon request by the customer.
- 7.9 Services of the customer shall be disconnected (please refer to definitions) if the payments are not made within one month from the date of the suspension, and the resources allotted to another customer. A case for non-payment of corporate revenue shall be filed in a court of law. During such a disconnection, BTL shall not be liable to the customer for any damages whatsoever.
- 7.10 The company reserves the right to send bills for services by itself directly or through any of its agents/nominees and to change its billing cycle as deemed appropriate.

8. TERMINATION OF AGREEMENT:

8.1 Termination by Customer

- 8.1.1 Customer may terminate the agreement at any time by giving a written notice, but BTL will require at least 2 working days to enable it to provide required bills for final settlement.
- 8.1.2 Upon termination of the agreement, the customer shall be liable as stipulated under clause 8.3.
- 8.1.3 Date of notice of termination herein stated shall be the date of receipt of the termination notice by BTL.

8.2 Termination by BTL

- 8.2.1 BTL shall terminate the agreement if, in the reasonable opinion of BTL, the customer has breached any of the terms herein.
- 8.2.2 BTL shall terminate the agreement with a customer if any person or a law enforcing body produces a court order to do so. In such an event, BTL shall not be liable to the customer for any damages or compensation whatsoever.
- 8.2.3 In the event of the termination of the agreement under clause 8.2.1 and 8.2.2 as the case may be, the customer shall be liable to BTL as stipulated under clause 8.3.

8.3 Customers' liabilities upon termination of services

- 8.3.1 In the event of the termination of the agreement, the customer shall be liable to BTL for all outstanding bills up to that billing cycle.
- 8.3.2 Customer shall, after the date of submission of notice for the termination of the agreement, in addition to the liabilities stipulated in Clause 8.1 be responsible for:
- a) Safe custody of BTL's properties in his or her premises until such time that they are collected by BTL staff and/or authorized agents or surrendered by the customer to BTL staff and/or authorized agent.
 - b) Allow BTL staff and/or authorized agents to enter the premises where the equipment is installed or obtain a necessary authorization for the same so that BTL's staff and/or authorized agent may remove all properties belonging to BTL.

9. MODIFICATION OF SERVICES:

9.1 Shifting to another place

A customer shall not remove or cause to remove the service provided to him/her from one location to another unless it has been found to be technically feasible by BTL. Until such technical feasibility is carried out, BTL shall be under no obligation to provide services at the location to which the customer desires his/her service to be moved to. The customer who requires the services to be moved from one location to another location is required to bear all costs of relocation to his/her new address.

If BTL finds it technically not feasible to move the services as required by the customer, the customer shall advise BTL in writing either to continue services at the present location or terminate the agreement, in which case, the customer shall comply with the requirements set down under clause 7. Illegal shifting of any telecom facility shall be fined at Nu.1000/- per line in addition to which normal shifting charge of Nu.2500/- per line will also be applied.

9.2 Extensions and parallel connections

All parallel connections and extensions shall be located in the same flat. BTL shall not be responsible for the quality of services and/or maintenance of parallel and extension lines.

9.3 Transfer of services between customers

Services may, with the consent of existing customer, be transferred to a new customer. The transfer of ownership will be done free of charge upon an application in writing is submitted by the original owner. However, no evidence of the said relation must be shown to the official implementing the task.

10. PABX AND OTHER MULTI-LINE SYSTEMS:

- 10.1 Customer premises switching systems shall be customer-owned and only those systems and equipment that can interface with the network shall be used.
- 10.2 Maintenance of the customer premises switching systems shall be the sole responsibility of the customer.
- 10.3 Any agreed Intermediate Distribution Frame (IDF) shall be provided by the customer and the termination of all incoming BTL lines. The customer shall also facilitate interconnection of this IDF or sub IDF to BTL.
- 10.4 Customers shall not be allowed to sublet BTL services to any other third party.
- 10.5 The customer shall be liable for all local, trunk and international call charges incurred through the system deployed at his/her premises irrespective of the customer to ensure that the route barring and/or any other facilities deployed are effective.
- 10.6 Customers shall ensure that PABX, IP-PBX, SIP trunks, routers, firewalls, and other customer-owned telecommunications equipment are adequately secured, including the use of strong passwords, access controls, software updates, and protection against unauthorized access.
- 10.7 BT shall not be responsible for failures, misuse, unauthorized access, or security breaches affecting customer-owned telecommunications equipment unless directly caused by BT.

- 10.8 The customer shall inform BTL in writing whenever there is any change from normal Direct Exchange Line (DEL) to PABX/Key Telephone Systems (KTS) or vice versa.
- 10.9 BTL shall have the right to inspect, connect or disconnect an existing network if any of the clauses stated above is breached.

11. USE OF CORDLESS PHONES:

BTL shall not be liable for billing problems arising from the use of cordless phones.

12. FORCE MAJEUR:

BTL shall not be liable for any compensation when equipment/cable or other infrastructures damages belonging to a customer due to electric surges, electric induction, lightning or any other natural calamities over which BTL has no control.

13. INCLUSIVITY:

These terms and conditions shall apply for all services offered through BTL such as Internet, email, cellular mobile, fixed telephony, GMPCS, etc. Mobile, Internet, and GMPCS may have their own special conditions that may be exercised over and above these.