



འབྲུག་བརྒྱུད་འཕྲིན་ཚོང་ཁང།

**BHUTAN TELECOM LIMITED**



**TERMS AND CONDITIONS FOR CUSTOMERS AVAILING  
'10 MBPS' or 'LESS'**

**The below is not applicable for Customers availing MORE than  
'10 Mbps'**

**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'** means the temporary removal of services, which may be restored after clearing the dues having more than 3 months.
4. **'Disconnection'** 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.



འབྲུག་བརྒྱུད་འཕྲིན་ཚོང་།

**BHUTAN TELECOM LIMITED**



## **B: 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 Leased line' 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.

## **C: 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. If the payment has been not cleared within three consecutive months than service provider has all right to surrender the services without any prior notice until client makes the payment.
3. 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.

## **D: RIGHTS AND RESPONSIBILITIES OF THE CUSTOMER**

1. The Clients availing bandwidth of more than 3 Mbps shall not downgrade the bandwidth at least for six months. If clients downgrade the bandwidth within 6 months then the client should make the full payment of media convertor, provided for free of cost.



འབྲུག་བརྒྱུད་འཕྲིན་ཚོང་ཁང་།

**BHUTAN TELECOM LIMITED**



2. 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 at least 30 days prior.
  
3. The bills of the LL/P2P/IPVPN Enterprise customer connection will be sent to them through emails (e-billing) on monthly basis. If the client does not receive monthly bill latest by 10th day of the month, he shall enquire for bills by contacting BT either calling our toll-free number 1600 or email at [bia@bt.bt](mailto:bia@bt.bt)/[bcrm@bt.bt](mailto:bcrm@bt.bt)/[sales@bt.bt](mailto:sales@bt.bt) for bills. If the client changes his email Id, he shall intimate billing section for the update on new mailing address. The customers should provide valid email address for receiving the e-billing, falling which Bhutan Telecom Ltd will not be held responsible, if the customer does not receive bill through e-billing.
  
4. 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.

### **E: Declaration**

I hereby declare that the above internet service has been installed and are working on my premises. Additionally I have been instructed on how to use the above products and that the services have been installed to my satisfaction.