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Tashi InfoComm Private Limited

INTERNET LEASE LINE APPLICATION FORM

1. Date*: DD/ MM /YYYY

2. Organization/Individual/Billing Details:

- a) Name*:
- b) CID / Business License No*:
- c) Present Address*:
- d) Mobile No. for SMS Bill*:
- e) Alternative Mobile/Phone No*:
- f) Email for bill*:

(All the invoice for this service will be send over the email. We recommend all our clients to check the spam folder or inform us if in case the email bill isn't delivered on time).

3. Permanent Address* (for Bhutanese only)

Village: Gewog: Dzongkhag:

4. Service Type*: ☐ Prepaid ☐ Postpaid (Need to fill up Guarantor form)

5. Offering Type*: ☐ Discounted CPE Offering ☐ Normal Offering

6. Connection Type: ☐ 4G ILL ☐ 5G ILL ☐ Fiber ☐ Other connection:

7. Select Package*:

High Speed, Standard & Basic ILL Plans on 5G

High Speed, Standard & Basic ILL Plans on 5G						
Plan	Price (Nu)	Max Speed (Mbps)	Speed post data cap	High-speed Data Cap (GB)	Max Device	Please select one
High Speed Plan	4,777	200	Unlimited data at 2 Mbps	1080	10	<input type="checkbox"/>
	3,777	150		840	8	<input type="checkbox"/>
Standard Plan	2,777	100		600	6	<input type="checkbox"/>
	2,477	50		520	6	<input type="checkbox"/>
Basic Plan	1,977	40	Unlimited data at 1 Mbps	414	5	<input type="checkbox"/>
	1,777	30		370	5	<input type="checkbox"/>
	1,477	15		300	5	<input type="checkbox"/>

Rural ILL Plans on 4G

Plan	Price (Nu)	Max Speed	Speed post data cap	High-speed Data Cap (GB)	Max Device	Please select one
Rural Plan	2,077	10	Unlimited data at 1 Mbps	397	4	<input type="checkbox"/>
	1,677	7	Unlimited data at 0.5 Mbps	314	3	<input type="checkbox"/>
	1,377	5		251	3	<input type="checkbox"/>

8. Bandwidth Subscription (Fiber/Other connection) *: ☐ 5 Mbps ☐ 6 Mbps ☐ specifyMbps

9. Location of Installation*:

(After installation, the location of the device should remain unchanged, and any alterations to its location, customer shall inform to nearest Customer Care Center)

10. Preferred Installation Date*:

I/We hereby declare that all the information provided are true and correct to the best of my/our knowledge and ability. I/We declare that I have read, understood and agree to 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
Legal
stamp

Signature on Legal Stamp

STANDARD ONE-TIME SETUP COST FOR FIBER OR OTHER CONNECTION IS NU 5,000 AND IS NON-REFUNDABLE UNDER ANY CIRCUMSTANCE.

Note for customers:

- Any equipment installed by TIPL at the Client premises for provisioning of the requested service are owned by TIPL. Client agrees to replace or repay the cost invoiced by TIPL in case the equipment is damaged due to negligence by Client or otherwise. In time of surrendering the service client shall hand over the equipment to TIPL.
- The interpretation and application of these terms and conditions shall be determined solely by TIPL.



+975 77889977



P.O Box 1502, Samten Lam, Thimphu, Bhutan



<https://www.tashicell.com>



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Tashi InfoComm Private Limited

GUARANTOR FORM

Name of Guarantor*:

Date of Birth: DD / MM / YYYY. Mobile No:

Alternate Mobile No: Email Id.....

Document number / Citizen ID No:

Contact Detail (Present Residential Address):

Contact Details (Office Address)	Permanent Address
Office Name:	Village:
Telephone:	Gewog:
Mobile:	Dzongkhag:
Address:	

I hereby undertake to stand as guarantor for Mr. / Ms..... holding
Citizenship ID, no..... for availing Internet leased line connection from
TashiCell. In the event of default on the part of the applicant to pay the outstanding dues for the services availed. I
undertake to repay the outstanding amount along with service fee and penalty.



Signature on Legal Stamp

Date: DD / MM / YYYY

Document Check list for customer.

Please kindly check and submit all the document listed below.

- ☐ Duly filled up ILL application form
- ☐ Copy of CID/Business License/ Power of Attorney (if Applicant)
- ☐ Duly filled ILL Guarantor Form
- ☐ CID copy of Guarantor.



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Tashi InfoComm Private Limited

INSTALLATION DETAIL FORM (FOR OFFICIAL USE ONLY)

Fill in form received after proper verification of documents:

MSISDN Number:

9	7	5	7	7						
---	---	---	---	---	--	--	--	--	--	--

SIM Card no:

8	9	7	5	7	7	0	7										
---	---	---	---	---	---	---	---	--	--	--	--	--	--	--	--	--	--

Signature.....

Name:

Date: DD / MM / YYYY

B) To be filled by TashiCell:	6. List of Equipment Installed
1. Installation Date:	i).....
2. Service Activation Date:	ii).....
3. No. of Public IP Address Allocated:	iii).....
4. Billing Effective Date.....	iv).....
5. Application Ref: TIPL/OD/ISP/.....	v) IMEI of 5G Device.....
.....	vi) IMEI of 5G Device.....

Service parameters and pricing

- i. Package Subscribed (4G/5G ILL):
- ii. One Time Setup charges: Nu.....
- iii. Monthly recurring charges: Nu.....
- iv. Service Provisioned over: ☐ 5G CPE (Indoor) ☐ 5G CPE (outdoor) ☐ 4G CPE ☐ Fiber ☐ Other connection
- v. Support service: 8x5 (8hours 5 working days) Response Time: < 2 hours.





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Tashi InfoComm Private Limited

TERMS AND CONDITIONS

1. Definitions In these Terms and Conditions, the following words and expressions shall have the following meanings:

a. **“Acceptable Use Policy (AUP)”** means the guidelines for acceptable conduct and use of the Service published on TIPL’s website on the Internet, as amended from time to time.

b. **“Access Medium”** means the medium, by or through which, the Client may utilize the service;

c. **“BICMA”** means the Bhutan InfoComm & Media Authority.

d. **“Login Name”** means any number or alphanumeric symbols or characters assigned by TIPL to the Client 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.

e. **“Minimum Subscription Period”** means a period of 2 years or such other period as may be stipulated by TIPL as the minimum subscription period for the type of Service availed by the Client.

f. **“Password”** means any number or alphanumeric symbols or characters assigned by TIPL to the Client as the Password (including any changes thereafter whether or not selected by the Client) to be used by the Client, in conjunction with the Login Name, to access the Service or features bundled with the Service.

g. **“Party” or “Parties”** means the “Client” and “TIPL” to be referred individually as Party and collectively Parties.

h. **“Service Date”** means the date on which the service has been successfully commissioned after the test period.

i. **“Service Outage”** shall be an incident of service interruption or stoppage of at least THREE continuous hours in duration, which arises due to malfunction of software/hardware, equipment, Access Medium, power systems, etc. over which TIPL 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 TIPL. For Scheduled Maintenance, TIPL shall inform the Client, at least one day before the maintenance activities are carried out.

j. **“Test Period”** means the period after the successful installation of the service during which the Client may carry out testing of the service to evaluate that the service provided is as per the parameters and specifications defined.

k. **“Service Provider”** means TashiCell or its agents and permitted assigns.

l. **“Client”** means a person who subscribes to or avails services from the Service Provider.

m. **“Suspension & barring”** means the temporary removal of services, which may be restored after reasons for such suspension are removed.

n. **“Deactivation”** means permanent removal of services.

o. **“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.

p. **“Network”** means cellular telecommunications network through which services are provided.

q. **“Service”** means cellular mobile service including other services as may be offered by the Service Provider from time to time.

r. **“Reconnection”** means the restoration of a temporarily suspended service.

2. Provision of Service

a. TIPL agrees to provide the Client, Service as described in the form, within a proposed date after execution of this agreement and payment of the initial setup charges. The applicable charges for this Service shall be as per the information in the form.

b. The Charges for the service shall remain valid during the Minimum Subscription Period. TIPL reserves the right to revise these charges after the expiry of the Minimum Subscription Period.

c. During the effective contract period, TIPL may upgrade the Service to a higher capacity upon written

request from the Client. Client shall be liable for the new charges based on the Service Date of the upgraded Service.

d. TIPL reserves the right to periodically review and update its offerings, including modifying, discontinuing, or introducing new plans, packages, offers, and service rates. These changes may be implemented as needed to enhance the services and the changes shall be notified to customers.

e. Client agrees that it shall be solely responsible for providing, at its own cost and expenses, the network, equipment, applications, power systems, etc. at its premises to use the Services provided by TIPL. The Client shall also be responsible for its internal network and the systems connected to it.

f. Any equipment installed by TIPL at the Client premises for provisioning of the requested service are owned by TIPL. Client agrees to replace or repay the cost invoiced by TIPL in case the equipment is damaged due to negligence by Client or otherwise. In time of surrendering the service client shall hand over the equipment to TIPL.

g. TIPL doesn’t provide warranty for any devices installed by TIPL, in the event of damage of the device due to events apart from force majeure and within first 12 months of service subscription period, client has to pay device cost depending on the type of device used.

h. Client shall provision stable power source (AC 220-240V) for customer premises equipment (CPE) in the client premises.

i. Customer has to surrender device if they want to disconnect the service. If the device is damaged then customer needs to pay the amount for the device.

j. Customer shall pay all the outstanding dues if they want to disconnect the service.

k. The service commissioned over 5G CPE & 4G CPE devices shall not be provided test period.

l. The following additional terms shall apply to ILL connections availing the discounted CPE offering, where the CPE is purchased at a price lower than its standard price.

i. The minimum subscription period shall be 12 months.

ii. The customers shall subscribe to a minimum plan starting Nu. 1,777 for 5G ILL and Nu.1,677 for 4G ILL.

iii. Ownership of the CPE shall remain with TashiCell during the subscription period. Upon completion of the subscription period, ownership of the CPE shall be transferred to the customer.

iv. Switching from the Discounted CPE Offering to the Normal Offering during the subscription period shall incur a charge of Nu. 3,500.

v. In the event of service surrender or deactivation during the subscription period, the customer shall pay Nu. 3,500 for CPE, or the CPE must be returned to TashiCell in good working condition.

vi. The warranty period for the CPE device shall be one (1) month from the date of purchase.

3. Amendments

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

4. Use of Service

a. The Service is supplied for decent and lawful purpose only and without any express or implied warranties. The Client agrees to use the service as per the AUP Document available at (<http://www.tashicell.com/>) and any other guidelines issued by BICMA.

b. Client is not allowed to resale the Service and the right to access is subject to limits and restrictions established by TIPL from time to time.

c. Client is required to fully comply with the provisions of the laws of the Kingdom of Bhutan in force at the time being.

5. Agreement

The agreement shall remain valid for the Minimum Subscription Period and shall renew perpetually thereafter unless terminated by either party in accordance with Clause 11.

6. Invoices and Payment

a. The Parties agree that the charges reflected in the invoice are exclusive 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 Client.

b. TIPL shall Invoice the Client for the recurring charges,

based on the billing cycle and payment terms defined in the agreement, with effect from the Service Date. Where applicable, the Invoice shall be pro-rated daily to arrive at the final payable amount if the Service is availed for less than a month. The Invoices shall be emailed to the Client’s email furnished in this Form or delivered to the address provided by Client in this Form.

c. The Client agrees to pay the invoices within given period of time from the invoice date. It will be Client’s responsibility to inquire about Client’s outstanding dues and in case of non-receipt of Invoices. TIPL reserves the right to withhold/suspend/terminate the Service partially or fully in case of non-payment of invoice by the due date and charge penalty of 2% per month on any outstanding dues.

d. Client agrees to pay a non-refundable one-time setup up cost and equipment cost up front.

e. Depending on the type of equipment used to provide connectivity, one-time setup cost may exceed the standard one-time setup cost. Client shall pay the difference upfront. If the Client fills up Service Termination Form within FIVE working days starting the day following installation date and submits it to concerned Regional Manager, he or she shall be eligible for the refund of the differential amount. Client’s right to refund shall lapse after FIVE working days following the installation date.

f. If the customer fails to make payment before the due date, even for a single month’s bill, their services will be suspended on the last day of that month. The customer will be given a three-month suspension period to clear the dues. If the customer fails to pay by the fourth month, their services will be deactivated.

g. 2% penalty shall be charged on outstanding amount.

h. After the service deactivation, penalty shall not be calculated.

i. If there is any deficiency in the service, the customer shall intimate the Service Provider and the Service Provider shall rectify it expeditiously.

j. All adjustments to the bill arising from service disruptions or genuine customer errors shall be made prior to the issuance of the invoice. Once the invoice has been issued, no further adjustments, set-offs, or deductions shall be permitted under any circumstances. The customer shall remain fully and unconditionally liable to settle the invoice in full and on time.

7. Disclaimer of Warranty and Limitation of Liability

a. Client acknowledges that TIPL does not operate or control the Internet in any way, and the Service is offered on an “AS IS and AVAILABLE” basis without warranties of any kind, either expressed or implied, including but not limited to warranties of title, non-infringement or implied warranties of merchantability of fitness for a particular purpose. No advice or information given by TIPL or its affiliates or their respective employees shall create a warranty. Neither TIPL nor its affiliates warrant that the Service will be uninterrupted or error free or that any information, software or any other material accessible on the Service is free of viruses, worms, Trojans horses or other harmful/malicious components.

b. TIPL does not restrict access to any destination within the Internet network unless directed to do so by a lawful Authority. Client acknowledges that other Internet Service Providers may filter or restrict access to other destinations within the Internet network and Client agrees that TCIL shall have no liability for any such actions.

c. 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.

8. Assignment

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.

9. Services Level Assurance

TIPL 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 TIPL cannot guarantee the end-to-end bandwidth commitment due to the nature of the Internet and any committed information rate will mean bandwidth up to the upstream providers PoP only. TIPL shall ensure support to resolve any problems that the Client may face with the Service and resolve problems within the timeline provided by TIPL as per SLA provided under different service category under this link <https://www.tashicell.com/leased-line/what-is-internet-leased-line>.

10. Force Majeure

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.

11. Termination of Service

a. Without prejudice to its other rights, the Client agrees not to terminate the Service until after the expiry of the Minimum Subscription Period unless there is breach of the Agreement by TIPL.

b. Either Party may terminate this Agreement, before the Minimum Subscription Period, by giving the other party one month’s notice.

c. Notwithstanding the above Clauses, TIPL may terminate this Agreement if Client defaults in the payment of the Invoices within a reasonable period of time.

d. In the event that the Service is terminated before the expiry of the Minimum Subscription Period by the Client or by TIPL as a consequence of any breach by the client, the Client shall be liable for the following:

i. The Client shall pay TIPL the difference between the total Fees and Charges which TIPL would have charged, the Client for the Service, including the use thereof for the Minimum Subscription Period, had the Service not been terminated prior to the expiry of the Minimum Subscription Period and the total amount paid by the Client to TIPL as subscription and usage fees or charges for the Service for the period during which the Service was subscribed by the Client;

ii. All charges which were discounted, waived or reduced by TIPL on the basis that the Client subscribes the Service for the Minimum Subscription Period will be reinstated and the revised charges applied retrospectively from the Service Date on the Client.

12. Dispute Settlements

a. In the event of any dispute or differences arising out of or relating to this Agreement, the dispute or differences shall be settled through mutual discussions.

b. In case, any dispute fails to be resolved as per clause 12.a, it shall be resolved in accordance with the prevailing dispute settlement procedures of the Tashi InfoComm Private Limited industry.

13. Notices

a. All notices or other communications relating to this Agreement shall be in writing, addressed to the Parties as mentioned in the Form.

b. Notices mailed by registered mail shall be deemed to have been received by the addressee when delivered. Notices sent by fax or email shall be deemed to have been received by the addressee upon confirmation of the receipt.

c. 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.

14. Consent Clause

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

Signature of customer

DD / MM / YYYY



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Tashi InfoComm Private Limited

CPE DEVICE INSPECTION FORM

Client Information

Date: DD/ MM/ YYYY

- i. Name.....
- ii. Mobile No.....
- iii. Address.....
- iv. Device IMEI number:

Undertaking

1. **This is to undertake that Mr./Mrs..... Holding CID, no**
has received CPE in working condition from TIPL and the warranty period for the CPE shall be one (1) month from the date of purchase.

Received By:

Inspection/Handed by:

Signature.....

Signature.....

Name:

Name:

INSTALLATION DETAIL FORM (FOR OFFICIAL USE ONLY)

Fill in form received after proper verification of documents:

MSISDN Number:

9	7	5	7	7						
---	---	---	---	---	--	--	--	--	--	--

SIM Card no:

8	9	7	5	7	7	0	7										
---	---	---	---	---	---	---	---	--	--	--	--	--	--	--	--	--	--

Signature.....

Name:



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