



འབྲུག་བརྒྱུད་འཕྲིན་ཚད།

**BHUTAN TELECOM LIMITED**  
**REGISTERED OFFICE IN THIMPHU**

**REGISTRATION FORM FOR B-WALLET/B-NGUL SERVICE**  
**(BDBL A/c Holder)**

Please fill this form in fully legible letters

1. Registration for:  
a) B-wall ☐ b) B-Ng ☐ c) Bo ☐
2. Name (Lyonpo/Dasho/Lam/Dr/Mr/Ms): a.First..... b.Middle..... c.Last.....
3. Citizenship Identity Card No: ..... Mobile No: .....
4. Email ID: .....
5. For Foreigner:  
Passport No/Work Permit No ..... Nationality.....
6. Present Address: .....
7. Permanent Address: a.Village..... b)Gewog..... c) Dzongkhag.....
8. Transaction via (If you are registering for B-Ngul service)  
a. Cash ☐ b. Bank account ☐ c. Both ☐

*(If you select option a, directly go to question # 10 and if you select option b & c, please fill in question# 9 also)*

9. Bank Account Number 

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 (Saving Account)  
*(This bank account number is to identify the customer by the Bank. All payment instructions by the customer will be processed via default bank account number).*

10. Facilities required (Please Tick and provide details for the services you wish to avail):

- a. BT Prepaid Top up Service
- b. BT Fixed Line Bill Payment
- c. BT Broadband Recharge/ Bill Payment
- d. Fund Transfer
- e. BPC Bill Pay
- f. Post-paid Mobile Bill Payment
- g. Data Package Purchase


Fixed Line No: .....  
Broadband Account No: .....

**Declaration:**

I hereby authorize ..... (BTL/Bank Name/Agent Name) to debit my default account for payment instruction given via B-wallet/B-Ngul service. I have read, understood and agreed to be bound by the terms and conditions governing the operation of B-wallet/B-Ngul service.

Signature of the customer.....

**Important: Your signature should match with your signature in the Bank**



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### **TERMS & CONDITIONS FOR B-WALLET**

Bhutan Telecom Limited (BT) and ..... (Bank Name) have entered into a partnership for providing the following services:

1. BT Prepaid Self Top -Up
2. Fund Transfer
3. BT Fixed Line Service
4. BT Broadband Service
5. BPC Bill Payment
6. Post-paid Mobile Bill Payment
7. Data Package Purchase

All the terms & conditions related to registration of SIM cards in the name of the individual will be legal and binding for the agreement which was signed by the customers at time of purchase of SIM card from BT counter.

#### **Roles & Responsibilities of BT & BANKS**

1. The B-Wallet service will be provided only to those customers who have a valid B-Mobile number registered in his /her name with a valid bank account registered in his/her name.
2. The grant of the B-wallet service to a customer is not transferable under any circumstances and shall be used only by the customer.
3. Both the parties shall try to render reliable and quality service at all times.
4. BT reserves the right to charge, alter, delete and add new features to the B-Wallet service with prior information to the customer(s).
5. Both the parties may temporarily suspend whole or part of the services at any time without prior notice, if the network fails or requires major modification or maintenance.
6. The service may be terminated if, in the reasonable opinion of BT / BANKs the customer has breached any terms agreed herein.

#### **Responsibilities & Rights of Customer**

1. The customer shall be responsible for the safekeeping/ secrecy, usage of M-pass, their mobile hand set and they shall be held liable for any damage and other consequences of their misuse.
2. The customer shall be responsible for keying in the correct mobile number for the Top-Up service. Banks and BT shall not be held liable for any erroneous transactions incurred arising out of or relating to customer entering wrong mobile number or wrong Top-Up amount.
3. The customer shall be responsible for keying in the correct account number for the fund transfer request. Banks and BT shall not be held liable for any erroneous transactions incurred arising out of or relating to customer entering wrong account number.
4. The customer shall ensure that there are sufficient fund in the account for transactions through B-wallet service. Bank shall not be liable for any consequences arising out of its failure to carry out the instruction due to inadequacy of fund.
5. If Banks and BT suspect fraudulent or suspicious transactions are being carried out on customers account, Banks and BT shall reserve the right to suspend access to all or part of the B-wallet service.
6. Customers have the right to demand an acceptable quality of services within the scope of both the parties (BT & Banks).
7. Any request for change in the service type, addition of value added service features, ownership change, and withdrawal shall be entertained only after receiving a written request.
8. The terms and conditions agreed upon and duly signed by the customer shall remain legal and binding until such a time any amendment, rectifications or termination with mutual consent of all parties takes place.



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## **TERMS & CONDITIONS FOR B-NGUL**

### **Roles & Responsibilities of BTL**

1. That the B-Ngul service shall be provided only to those customers who have a valid B-Mobile number registered in his /her name with a valid BoBL/BNB account (if applicable) registered in his/her name if .
2. That the grant of the B-Ngul service to a customer is not transferable to any person or third party under any circumstances and shall be solely used only by the customer.
3. That BTL shall endeavor at all times to render reliable and quality service to their customers.
4. That the BTL reserves the right to charge, alter, delete and introduce new features to the B-Ngul service with prior information to the customer(s).
5. That BTL may temporarily suspend the whole or a part of the services at any time without prior notice, if the network fails or requires major modification or maintenance.
6. That the service may be terminated if, in the reasonable opinion of BTL the customer has breached any terms and conditions specified and agreed herein.

### **Responsibilities & Rights of Customer**

1. That the customer shall be responsible for the safekeeping/ secrecy, their mobile hand set and they shall be held liable for any damage or negligence and other consequences arising either through their misuse or lapse/negligence thereof.
2. That the customer shall be responsible for keying in the correct mobile number for the Top-Up service. BTL shall not be held liable for any intentional or unintentional erroneous transactions made by the customer or any act relating to customer entering wrong mobile number or wrong Top-Up amount.
3. That the customer shall be responsible for keying in the correct account number for the fund transfer request. BTL shall not be held liable for any erroneous transactions made by the customer or any act relating to customers entering wrong account number.
4. That the customer shall ensure that there are sufficient fund in their B-Ngul for any transactions. BTL shall not be liable for any consequences arising out of its failure to carry out the transaction due to inadequacy of fund or due to the lapse committed by the customer.
5. That if BTL suspect fraudulent or suspicious transactions being carried out on customers account, BTL shall have the absolute right to suspend access to all or part of the B-Ngul service.
6. That the customers have the right to demand an acceptable quality of services.
7. That any request for change in the service type, addition of value added service features, ownership change, and withdrawal shall be entertained only after receiving a written request.
8. That the terms and conditions agreed upon and duly signed by the customer shall be legal and binding before any authority or court of law, until such a time any amendment, rectification or termination with mutual consent of all parties takes place.

### **Dormant Account**

1. An e-Money account that has registered no transaction for a consecutive period of 12 months shall be considered dormant. In order to limit the possibility for third party misuse of such an account, the EMI shall adhere to the following:
  - a. the relevant customer shall be notified no less than one month before the 12 month mark is reached that the account will be suspended unless there is some form of activity;
  - b. the customer would then be advised to perform a transaction to keep the account active or to close the account and should be provided with instructions as to how to do so;
  - c. if no activity has still taken place when the 12 month mark is reached, the EMI shall block the account and permit no further transactions until reactivated by the customer, supported by the original ID used to open the account. The EMI shall notify the customer that the account is blocked and provide instructions on how to reactivate it;

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- d. an account that has been blocked for 12 months without reactivation by or communication from the relevant customer shall be terminated by the EMI.
  - e. all outstanding balances in the account upon termination shall be transferred, along with identifying information of the customer, into a separate account held by the EMI with a specific bank designated for this purpose for a period of no less than three years;
  - f. banks holding these accounts are permitted to intermediate the funds and retain the proceeds;
  - g. all identifying information relating to the account and its closing balance shall be retained by the EMI and the bank for a period three years;
  - h. after a period of three years has passed without claim from the original customer, the EMI shall transfer all such funds to the Royal Monetary Authority and retain all identifying information.
2. The Mobile Station International Subscriber Directory Number (MSISDN) that is linked to an e-Money account shall not be reassigned to a new customer without terminating the linked e-Money account.
  3. The treatment of dormant accounts shall comply in full with these Rules and Regulations as well as any other directive that the Authority may issue hereafter;

Legal stamp  
With  
Applicants  
Signature

Date: .....

Place.....

***Important: Your signature should match with your signature in the Bank***

**For Official Use:**

**Name:** .....

**Date:** ..... **Signature:** .....

**Date: .....**

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