

TERMS & CONDITIONS

Based on the mutual consent, the Bhutan Telecom Limited (BTL) and the Bank of Bhutan Limited (BoBL) have entered into a partnership for providing the following services:

1. BT Prepaid Self Top –Up
2. BT Broadband Services
3. BT Fixed Line Services
4. BoBL Fund Transfer
5. BPC Bill Payment
6. Post-paid Mobile Bill Payment
7. WiFi Offload Package Purchase

All the terms & conditions related to registration of SIM cards in the name of the individual shall 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 & BoBL

1. That the B-Wallet service shall be provided only to those customers who have a valid B-Mobile number registered in his /her name with a valid BoBL account registered in his/her name.
2. That the grant of the B-Wallet 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 both the parties 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-Wallet service with prior information to the customer(s).
5. That both the parties 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 the BTL / BoBL 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, usage of M-pass, 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. BoBL and the 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. BoBL and the 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 the account for transactions through B-Wallet service. The BoBL shall not be liable for any consequences arising out of its failure to carry out the instruction due to inadequacy of fund or due to the lapse committed by the customer.
5. That if the BoBL and the BTL suspect fraudulent or suspicious transactions being carried out on customers account, the BoBL and the BTL shall have the absolute right to suspend access to all or part of the B-Wallet service.
6. That the customers have the right to demand an acceptable quality of services within the scope of both the parties (BTL & BoBL).
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.