

INTERNATIONAL ROAMING FACILITY (Postpaid Customers Only)

A. Customer's Information (Please fill this form in fully legible letters)

1. Title

Lyonpo Dasho Lam

Doctor Mr. Ms.

2. Name of the Customer

First _____ Middle _____ Last _____

3. Citizen Identity Card No _____

4. Mobile Number _____

5. Billing Address _____

6. Security Deposit (Nu. 10,000)

a. Yes b. No

Note: *attach letter from the office for official connection if you choose NO*

7. Mode of Payment

a. Cash

b. Cheque (*please specify bank details below*)

Bank Name _____

Account Number _____

8. Type of Services

a. Voice Only b. SMS Only

c. Data Only d. All

B. Terms and Conditions

1. The security deposit for availing roaming service shall be accepted only after clearing the final bill amount by the customer(s). If the final bills are not cleared, the security deposit shall be adjusted against the amount due and the customer(s) has to make security deposit separately.
2. Customer(s) shall be mindful of latching onto roaming signal and using other network(s) while in border towns. Customer(s) shall be liable to pay the bills arising from their negligence in the border towns.
3. Customer(s) shall not be liable to pay the bills arising from roaming services after deactivation of the roaming services.

Important Note

1. International Roaming is more expensive compared to local tariff plan. Please ensure that you select an appropriate roaming option according to your needs. It is your responsibility to familiarize yourself with the relevant charges before activating the service as charges with some networks are more expensive than others.
2. You will be charged for both incoming and outgoing calls while roaming.
3. While roaming, your mobile device may automatically select a different foreign network depending on the network coverage conditions and this could impact the rates you are charged. For lower rates, always ensure that you are roaming on an appropriate Bhutan Telecom partner network.
4. If you have selected to divert your calls to another number while roaming, you will be charged for both the incoming call to your number and the outgoing call (the divert) to the other number.
5. Please be mindful of the high data charges and always ensure that the data service is turned off when not in use to avoid bill shock.
6. It may take up to 3 months for Bhutan Telecom to receive details on your roaming usage which will be billed upon receipt of the roaming information from the Partner.
7. For customers who have opted only for data roaming service, voice and SMS services may not be available upon return to the country. Please call 1600 or write to bia@bt.bt to enable these services

I hereby declare that I have understood the terms and conditions with regard to international roaming facility and shall be billed as per my usage.

Affix legal
stamp &
Signature



འབྲུག་བརྒྱུད་འཕྲིན་ཚོང་།
Bhutan Telecom Ltd.

C. For Official Use Only

a. Customer(s) Mobile Number and Customer ID _____

b. Name of the Official/Sales Representative _____

Signature of the Official/Sales Representative