



འབྲུག་བརྒྱུད་འཕྲིན་ཚོང་ཁུངས།

## BHUTAN TELECOM LIMITED

### SERVICE SURRENDER FORM (BT SERVICES)

#### A. CUSTOMER'S INFORMATION (Please fill this form in fully legible letters)

1. Name: First.....Middle.....Last.....
2. Citizenship Identity Card Number: ..... 3. Contact No: .....
4. Address: .....
5. Effective Surrender: Date ..... Time (Hour: Min) .....

#### B. Select the service which you want to surrender and fill up:

##### 1. Broadband Internet Surrender:

User Name: dnet..... Outstanding Dues: Nu.....

##### 2. Postpaid Mobile / Internet Surrender:

Mobile No: ..... Cust.ID: ..... Outstanding Dues: Nu.....

##### 3. Fixed Line Surrender:

Telephone / Fax No: ..... Outstanding Dues: Nu.....

Location of phone: .....

#### C. Signature of the Customer(s): .....

##### To our valued Customer(s):

Please pay your outstanding bills before applying for surrender. After you surrender the service, the bill for that particular month will be sent to you at a later date. Please visit again for final settlement of bill before the due date specified on your bill. If the bill is not cleared before the due date your bill amount may lead to huge amount when the rental, ad -hoc charges and surcharges are added every month. Thank you for being with us and we are always there for you.

*\*\* Mobile postpaid data quota will be prorated to the number of active days if the subscribed data plan or number is surrendered before the end of month and the remaining/excess usage will be charged as per pay-per-use rate @Nu.0.0003/ kb.*

*\*\*\* Ask Counter officials to give you the surrender receipt as a proof of surrender.*

#### D. For official use only

Final bills expected to the customer service latest by: Date (dd/mm/yy) .....

Contact: Name ..... Phone No.....

Product detached date: (dd/mm/yy).....

Name of the Sales Representatives /Official: .....

Signature: .....

Date: .....

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