

Part - A

BTRC Form : 2006

Finger Print
(Left Thumb/ Right Thumb)



A network with unlimited possibilities...

Internet & Domestic Data Service Provider for Sylhet/Dhaka Division
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www.sol-bd.com

Two Passport Size
Photographs to be
Attached by Operator's
Representative/
Authorized Seller

USER REGISTRATION FORM

(Monthly/Volume/Prepaid/Dedicated/Data/Others)

Form Serial Number :

- *Name (In Bengali):
(In English):
- *Name (In case of company) (In Bengali):
(In English):
- Date of Birth: .. DD .. / .. MM .. / .. YYYY .. Age: Years Months
- Gender: ☐ Male ☐ Female
- Occupation: 6. Nationality:
- Present Address :
- Permanent Address:
- Tel: Mobile: Others:
Email :
- *Father's Name (In Bengali):
(In English):
- *Mother's Name (In Bengali):
(In English):
- *Husband/Wife's Name (If married) (In Bengali):
(In English):
- Second Contact Name & Address: (In English):
- Photo Identity Document:
(National ID Card/Driving License/Gun License/Passport/BTRC-2006 (A)/Other Identity Document with Photo)

ISP's Representative/Authorized Seller

I have personally verified the attached photograph and identify of the applicant.

Signature with Seal:

Name & Address:

Date:

User

I hereby declare that the information given above is Correct. Incase of any false Information, I shall be liable to appropriate legal action.

Signature:

Date:

Seal (If Company)

- Note:** 1. The applicant must complete all series of this form and incomplete form is unacceptable.
2. For paragraph 14, original ID to be presented in front of the seller and attested photocopy of the same to be submitted. If the applicant doesn't have the "Photo Identity Document" duty filled up form BTRC-2006 (A) to be presented in front of the seller and attested photocopy of the same to be submitted.
3. In case of asterisk (*) marks, information regarding Bangladeshi citizens to be given both in Bengali and English.

Part - B

Office use only (Please preserve this copy for future reference)

Installation Details:

Package Fee :

User Connection Details:

Connectivity Information : ☐ Wireless CPE ☐ ONU/ONT
☐ Media Converter ☐ Others

Device Model :

TCP/IP Information :

User Connection Type : ☐ Static IP ☐ PPPoE ☐ Hotspot

For Static IP only :

Assigned IPv4 Address : . . .

Assigned IPv6 Address : : : :

For PPPoE / Hotspot Only :

User ID :

Password :

Device MAC Address: : : : :

Package Name :

Installation Fee :

Security Deposit (If any) :

TAX / VAT:

Total Amount:

Payment Mode:

☐ Cash ☐ Cheque ☐ Credit card ☐ BKash ☐ Others :

Date:/...../.....

Customer's Signature:

Sales Person's Signature:

Sales Person's Name:

Sales ID:

A. General Terms and Conditions:

- 01. SOL-BD does not guarantee any specific quality or standard its services. However, it will strive to render the best possible service.
- 02. SOL-BD shall have the right to ask for relevant documents & examine the same to establish the subscriber's identification.
- 03. SOL-BD shall have the exclusive right & jurisdiction to determine the title & ownership of a connection after perusing the necessary documents relating to the connection & also shall have the right to suspend the connection while determining the same. If any dispute arises regarding the ownership/title between two or more subscribers or claimants, the decision provided by SOL-BD in this regard shall be final & conclusive.
- 04. SOL-BD shall have the right to temporarily suspend the services in whole or in parts of its network for repairing, maintenance or circumstances beyond SOL-BD s' control.
- 05. SOL-BD reserves the right to refuse to provide service or terminate service to those subscribers for not using approved CPEs/Terminals. Any decision taken by SOL-BD in this regard shall be final & conclusive.
- 06. Notwithstanding anything contained herein, SOL-BD reserves the right to change, vary, add, substitute or withdraw the CPE/Devices/Service/Scratch Card/Recharge Service or any other service. SOL-BD shall also have the right to change/vary/increase/reduce the tariff charges/prices/validity periods/package plans and any other offer etc. at any time in its sole discretion without prior notice.
- 07. SOL-BD reserves the right to disconnect, suspend or bar the service for giving false information on the subscription form and/or for changes in the given information which is not informed to SOL-BD.
- 08. SOL-BD reserves the right to scrutinize or procure any relevant document(s) possessed by the potential subscribers or existing subscribers which may be required by SOL-BD.
- 09. Subscribers may obtain usage details of his/her user account as per SOL-BD policy which may be revised from time to time.
- 10. SOL-BD reserves the right to provide with any information including details supplied by subscribers to it to the law enforcing agencies as and when required by the law of the land.
- 11. The CPE/Devices & the corresponding user account in SOL-BD s' system are the sole responsibility of the subscriber. SOL-BD is not liable for any usage including use/misuse/fraud/forgery and the liter perpetrated by anyone including but not limited to the subscriber or any third party & not liable for any act or omission of any dealer or third party.
- 12. SOL-BD shall strive to offer the best service quality. However, the quality, reliability & availability of service is not guaranteed as the same are dependent on various technical, physical, topographical, atmospheric, environmental, regulatory, legal and such other factors. SOL-BD shall not be liable or responsible for any defect/deficiency in the same. In addition SOL-BD is entitled to, without any liability, refuse, limit, suspend, disable, delete, vary and/or interrupt service or any part thereof, for one or more subscribers, at any time, in its sole discretion without prior notice and assigning any reason.
- 13. The subscriber CANNOT use the service(s) for any unlawful or abusive purposes, especially for VOIP or for sending obscene, indecent, threatening, harassing, unsolicited message or messages adversely affecting/infringing upon national, social or economic interest nor create any damage or risk to SOL-BD or its network and/or other subscribers. Under such circumstances, SOL-BD reserves the right to discontinue the service & report the matter to the appropriate law enforcement agencies.
- 14. Outdoor CPE/Devices are the properties of SOL-BD. These are only rented to our valued subscribers for a connection fee as long as they stay with our network. At the time of termination of service permanently (If any), concerned subscriber will have to handover the Outdoor CPE/Devices to SOL-BD authority. In case where the subscriber changes his/her address & moves to within our service coverage area & wishes to continue to enjoy our service, SOL-BD authority will arrange to reconnect the subscriber providing necessary equipment for a small transfer fee only. Indoor CPE/Devices are the properties of the subscribers which are given away to our valued subscribers for a connection fee. Subscribers will be liable to provide electrical connection to run the outdoor CPE/Devices as well as indoor AP (s) or router(s).
- 15. SOL-BD shall not be responsible in any way if the CPE/Devices are damaged or made unusable by the subscriber's negligence. For the repair, maintenance or for fixing of any service problem of CPE/Devices, Appropriate charges will be applicable. In case of replacement of the CPE/Devices due to the above mentioned reason, a replacement fee will be charged. SOL-BD will not be responsible for replacing them in case these are lost/stolen or damaged intentionally or due to negligence and therefore, subscriber will be charged a demerge.
- 16. SOL-BD shall not be liable for any health hazard or problems otherwise caused by the use or abuse of the services of the CPE/Devices.
- 17. Supplementary value added service/others may be rendered as and when offered by SOL-BD. The services will be charged as per tariff determined by SOL-BD which is variable from time to time, including variation(s) thereof, if any & the said services are CPE/Devices dependent.
- 18. Notwithstanding anything contained in this contract, any information brochure, notification or any other matter which will be published by SOL-BD regarding its service, service price, billing policy & credit policy shall be included as the Terms and Conditions of this contract and both SOL-BD & the subscriber shall be under obligation of the same.
- 19. Responsibilities of SOL-BD are explicitly stated in this agreement as above and SOL-BD takes no other responsibilities besides these.
- 20. For any Telecom offence, crime, trial, punishment and relevant Telecom matters existing rules, regulations and guidelines framed by the appropriate authority of the land shall be applicable and binding upon the subscribers/users.
- 21. SOL-BD's responsibility is limited up to ensuring internet service at the client premises. All other issues, problems with client's devices/computer/laptops/others should be taken care of solely by the client. SOL-BD will not take any responsibilities in this regards unless there is a written agreement between the client & SOL-BD.

B. Additional Terms and Conditions:

- 01. SOL-BD reserves the right to issue bill in different fixed dates in a month divided into different cycles and the subscribers shall be billed for providing the services in accordance with the billing cycle he/she is allocated. The billing for the new subscriber shall be charged from the date of activation to the last day of the bill cycle. The billing cycle as a whole may be mentioned in the bill. All payments shall be made in advance in each month and shall be payable to SOL-BD (if paid in other than cash).
- 02. SOL-BD reserves the right to disconnect/suspend or bar the provision of service to the subscriber if the bill is not paid within the due date mentioned on the bill. This right, however, shall not be deemed to have been waived, if SOL-BD temporarily decides not to terminate the services under such condition.
- 03. SOL-BD reserves the right to terminate or suspend the provision of services to the subscriber if the total charges ('Billed', 'To-Be-Billed' or 'Billed' along with 'To-Be-Billed') accumulated at anytime exceed the subscriber's Security Deposit (When there is a security deposit) or the Credit Limit (When there is no security deposit). This right however, shall not be deemed to have been waived if SOL-BD temporarily decides not to terminate the services under such conditions.
- 04. The subscriber shall pay the monthly bill in full as required by SOL-BD. No other person or entity shall be responsible to pay the subscriber's bill.
- 05. The subscriber shall pay the monthly bill regularly within due date mentioned on the bill in order to avoid interruption of the service. This payment must be made within due date, even if the subscriber disputes the bill, and even if the CPE/Devices are claimed to be lost, stolen or damaged.
- 06. Subscribers shall be liable to pay all existing charges as billed by SOL-BD in its prescribed bill format for the services rendered by SOL-BD and also shall remain liable to pay the same as per changes (If any), from time to time.
- 07. The subscriber may be entitled to reconnect his/her connection by making payment of his/her outstanding bills in full if the connection of the concerned subscriber has been barred, temporarily or permanently disconnected. If the connection has been permanently disconnected, along with the full payment of the outstanding bill(s), the concerned subscriber shall also be liable to pay a reconnection fee (Which may differ from time to time).
- 08. The subscriber may dispute any part of the subscriber's bill and request SOL-BD to scrutinize any possible errors, subject to condition that, the conclusion drawn to the effect by SOL-BD after its scrutiny, shall be the final liability of the subscriber.
- 09. The subscriber shall be liable to pay charges and monthly fee(s) (If applicable) fixed by SOL-BD for the above services.
- 10. Subscribers shall be able to transfer their ownership to any other person provided that the said transfer is done by signing the prescribed form by SOL-BD and by paying the transfer fees which will be fixed by SOL-BD from time to time and the transferee shall also have to sign a fresh subscription agreement. Failing to comply with the above mentioned procedure, the transfer shall not be recognized or accepted by SOL-BD and existing service(s) may be barred/cancelled/disabled/terminated/permanently disconnected to the concerned. Any ownership transfer will be subject to verification.
- 11. SOL-BD reserves the right to suspend/disable/ delete/permanently disconnect/retire the provision of the service to the subscriber when he/she reaches the different stages within the life cycle of subscriber's account.
- 12. SOL-BD reserves the right to re-use/recycle/re-sell any user account corresponding to a permanently deleted user account.
- 13. The different stages of a user account will be known as expired/idle/active/suspended/deleted/permanently disconnected/retired. The time span between the suspended state and the deleted/permanently disconnected/retired state shall not exceed 180 days under any circumstances. SOL-BD has the right to determine the current state of a subscriber's account anytime during the life cycle of an account.
- 14. SOL-BD will not be liable to provide any refund/credit for any value on a lost/damaged/unused Scratch Card after selling the Scratch Card.
- 15. After the expiration of an account, if the subscriber does not recharge/use the account for 30 days, then the account will be suspended. SOL-BD shall not be liable to inform the concerned subscriber about the suspension of his/her account.
- 16. If the account is not recharged within 180 days after the suspension, the account will be permanently retired/deleted from SOL-BD s' system and he/she will no longer be considered as a subscriber. Subscriber will not be able to claim his/her old account after permanent deletion. SOL-BD shall not be liable to inform a subscriber about the permanent deletion of his/her account.
- 17. All the installation fees and other services charges made by the subscribers are non-refundable at all stages. No claim for refund will be accepted.

		"I have read & understood the terms & conditions & voluntarily accept them as binding on me & hereby sign this agreement"	
Seller's Signature	Date: / /	Subscriber's Signature	Date: / /