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**Tashi InfoComm Private Limited**

INTERNATIONAL ROAMING FORM

A. CUSTOMER'S INFORMATION

1. Name of the Customer\*:

First.....Middle: .....Last.....

2. CID / Document Number\*: .....

3. Date of Birth\*: DD / MM / YYYY

4. Gender\*:  Female  Male

5. Present Residential / Business/ Shop Address\*:

.....  
 .....

6. Email ID for e-bill\*: .....

7. TashiCell postpaid number for International Roaming\*: .....

B. Applicable charges

Security Deposit: Nu 10,000.

I hereby declare that for the purpose of availing the International Roaming (IR) service, I have no objection to the payment of Nu 10,000/- as International Roaming security deposit. The same shall be used to pay bills or other charges or adjustment to be incurred, and also understand that any kind of refund adjustment from TashiCell may be settled within the account of the mobile number stated above. I also agree to abide by TashiCell's terms and conditions regarding the international roaming.

Note to customers:

- The Voice & Data Streaming while roaming are charged much higher than domestic rates.
- All data application which runs in background like social media apps, email, etc. consumes data and are charged at roaming rates when used while roaming. To avoid this, we recommend customers to stop all this application on your phone while roaming and disable 'Data Roaming' feature from your phone.
- Default Threshold for International Roaming (IR) service is Nu 20,000. However, the customer has the option to increase or decrease his/her threshold.
- TashiCell recommend IR customer to disable roaming immediately once you enter Bhutan. If customers are near border area, the chances are that customer might latch in other country's network operator and the customer might be charged in roaming rates.





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# Tashi InfoComm Private Limited

## TERMS AND CONDITIONS

1. Default Threshold for International Roaming (IR) service is Nu 20,000. However, the customers have the option to increase or decrease his/her threshold.
2. International Roaming (IR) will be activated upon approval and confirmation of receiving the required security deposit.
3. TashiCell shall terminate or suspend the connections for accumulated charges (billed and to be billed) at any time exceeding Threshold limit or security deposit.
4. Roaming access shall be deactivated if customer's monthly bill is overdue.
5. The IR customer shall call 7700 to terminate his/her International Roaming subscription.
6. For receiving calls while roaming, IR customer shall pay all the charges including cost of forwarding calls from home network to visiting network and the charges for rerouting ISD.
7. While making and receiving calls within the visiting network, the customer shall pay all applicable charges to the visiting network. Additional charges may be incurred when calling premium or other special number while roaming. Roaming charges may vary depending on the visiting network or call type.
8. The charges or tariffs of different visiting network operators may change or differ any time, the customer shall be responsible to know the details of the tariffs and charges from TashiCell before using international roaming Services. In any case, TashiCell shall not be held responsible for any dispute amount.
9. The customer has to pay the home networks mark up, taxes if applicable and any surcharges.
10. TashiCell is not liable for any technical problem or any other problem occurring at the home network, visiting network and international circuit. Furthermore, IR relies on the use of overseas telecommunications network which TashiCell doesn't control and therefore TashiCell cannot offer any guarantee about the quality of the roaming service.
11. TashiCell reserves the right to terminate service, change the terms and conditions, all tariffs including the tariff applicable to TashiCell outgoing roaming facility without assigning reason or prior notification whatsoever.
12. All the charges arising from the IR will be collected from the customer in accordance with the regulation.
13. TashiCell's IR customer shall be responsible for selecting the appropriate handset for using IR facility in the visiting networks. Charges with different operating will vary for additional information on charges please visit [www.tashicell.com](http://www.tashicell.com)

I have read and understand the terms and conditions provided. I voluntarily subscribe to IR and agree to the conditions set herein, and shall be bound by the said terms and any notifications and amendment thereto made from time to time at the sole discretion of TashiCell. I also hereby declare that all the information provided on this page are true and accurate and supplied by me. I also understand that these terms and conditions are additional to the present subscription agreement that I have with TashiCell.



Signature of Applicant on Legal Stamp

Date.....

For official use:

Filled in form received after proper verification of details by customer care executive:

MSISDN Number for Roaming: 

9	7	5	7	7					
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Signature.....

Name of customer care executive: .....

Date: DD / MM / YYYY



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<https://www.tashicell.com>