Finger Print
(Left/Right Thumb)

MetroNet
We Do IT

User Registration Form

IP Telephony Service

Verified Passport Size Photograph

Pre-paid ☐ **Post-paid** ☐

IP Address: ....

Physical Address: | | | | | | | | | | | | |

NAT ☐

Real IP ☐

Date of Sale: d d m m y y y y

Phone No.: 0 9 6 1 2 | | | | | |

1. **Subscriber Name** (Individual/Organization) (In Block Letter) .....

2. **Authorized Person's Name** (Applicable for Organization) .....

3. **National ID No.**(For Bangladeshi):
   Copy of Passport (For Non-Bangladeshi): | | | | | | | | | | | | | | | | | | |

4. Date of Birth d d m m y y y y Male ☐ Female ☐

5. **Permanent Addres):**

   Flat No.: ..... House No.: ..... Road No.: .....
   Village/Area: .....Upazila/Thana: .....
   District: ..... Post Office Code: .....

6. **Present Address:** .....
   Flat No.: ..... House No.: ..... Road No.: .....
   Village/Area: ..... Upazila/Thana: .....
   District: ..... Post Office Code: .....

7. **Billing Address** (For Postpaid Only)
   Permanent Address: ☐ Present Address: ☐
   E-mail: .....

8. **Government Service** ☐ **Private Service** ☐ **Business** ☐ **Student**
   Others.....
   Please mention.....

9. **Father's Name** .....

10. **Mother's Name**:.....

11. **Spouse's Name**: .....

12. **Identifier**:
    i) Name & Phone No.: .....
    ii) National ID No.: | | | | | | | | | | | | | | | | | |

I do hereby declare that the information and data given above are correct. In case of any false information, I shall be liable to appropriate legal action and I shall abide by the overleaf terms and conditions

Organization Seal | **Date** | **Applicant's Signature**

The subscriber as mentioned in the 1st page agrees to subscribe IP Telephony Services from MetroNet Bangladesh Limited (hereinafter called "METRONET BANGLADESH LIMITED"), providing such services in Bangladesh subject to the following terms & conditions:

A: General/ Common Terms and Conditions:

1. MetroNet Bangladesh Limited does not guarantee any specific quality standards in the services. However, it will strive to render the best possible services.

2. MetroNet Bangladesh Limited does not take the responsibility for possible disturbances or congestion in other networks encountered in calling subscribers of those other networks.

3. MetroNet Bangladesh Limited does not commit itself to make services available in any specific area in Bangladesh within certain dates.

4. MetroNet Bangladesh Limited shall have the right to ask for documents and examine the same to establish the subscriber's identification.

5. MetroNet Bangladesh Limited shall have the exclusive right and jurisdiction to determine the title and ownership of an IP Telephony connection after perusing necessary documents relating to the IP Telephony connection and also shall have the right to suspend the IP Telephony connection in question while determining the same. If any dispute arises regarding the ownership/title between two or more subscribers or claimants, the decision provided by MetroNet Bangladesh Limited in this regard shall be final and conclusive.

6. MetroNet Bangladesh Limited shall have the right to temporarily suspend the services in whole or in parts of its network for repair, maintenance or circumstances beyond MetroNet Bangladesh Limited's control.

7. MetroNet Bangladesh Limited shall have the right to refuse to provide the services or terminate the services to the subscriber for not using approved phone sets/devices/terminals. Any decision taken by MetroNet Bangladesh Limited in this regard shall be conclusive and final.

8. MetroNet Bangladesh Limited shall have the right to choose phone numbers for the subscribers and to publish or otherwise use the numbers/address of the subscribers and/or to change the phone number if required.

9. Notwithstanding anything contained herein, MetroNet Bangladesh Limited reserves the right to change, vary, add, substitute or withdraw the service or any other services and MetroNet Bangladesh Limited shall have the right also to change/vary/increase/reduce the tariff charges, prices, validity period, package plans and other offers etc, at any time in its sole discretion for any reason subject to official notification of such offers prior to giving effect to such changes.

10. MetroNet Bangladesh Limited shall have the right to disconnect, suspend or bar the services for giving false information on the subscription form and/or for changes in the given information, which is not informed to MetroNet Bangladesh Limited.

11. MetroNet Bangladesh Limited shall have the right to scrutinize or procure any relevant document(s) possessed by the potential subscribers or existing subscribers which may be required by MetroNet Bangladesh Limited.

12. Subscribers shall be under obligation to pay Government Royalty and License fees and any other fees under any name as fixed by the Government from time to time to continue service with MetroNet Bangladesh Limited. No royal charter or license paper for payment of the same shall be issued. MetroNet Bangladesh Limited shall have the right to disconnect any subscriber temporarily or permanently for non-payment of such Government Royalty and License Fee and other fees within the stipulated time. Any decision taken by MetroNet Bangladesh Limited in this regard shall be final and conclusive.

13. Subscribers may obtain call details of his/her IP Telephony connection as per MetroNet Bangladesh Limited policy, which may be revised from time to time.

14. MetroNet Bangladesh Limited shall have the right to provide with any information including call recording/details of the subscriber to the law enforcing agencies as and when required by the law of the land.

15. MetroNet Bangladesh Limited shall not bear any responsibility nor shall it be liable in any manner whatsoever for or in connection with any obscene and/or threatening and/or insulting messages of whatever nature as well as any fraud committed through its IP Telephony service by any subscriber/user/consumer at any time.

16. MetroNet Bangladesh Limited shall reserve the right to communicate any of its offers and services related communication and/or message to its subscribers/consumers at any time and in any manner whatsoever as it may deem necessary in order to keep its subscriber and/or consumers updated from time to time.

17. IP Telephony connection and corresponding account in MetroNet Bangladesh Limited's system are the sole responsibility of the subscriber. MetroNet Bangladesh Limited is not liable for usage including use/misuse/fraud/forgery and the like perpetrated by anyone including but not limited to the subscriber or any third party and not liable for any act or omission of any dealer or third party.

18. MetroNet Bangladesh Limited shall strive to offer the best service quality, however the quality, reliability and availability of service is not guaranteed as the same are dependent on various technical, physical, topographical, atmospheric, environmental, regulatory, legal and such other factors. MetroNet Bangladesh Limited shall not be liable or responsible for any defect/deficiency in the same. In addition, MetroNet Bangladesh Limited is entitled to, without any liability, refuse, limit, suspend, disable, delete, vary and/or interrupt service for any part thereof, for one or more Subscribers, at any time, in its sole discretion, without notice and assigning any reason.

19. The Subscriber cannot use the service(s) for any unlawful for abusive purposes, or for sending obscene, indecent, threatening harassing, unsolicited message or message adversely affecting/infringing upon national, social or economic interest, nor create any damage or risk to MetroNet Bangladesh Limited or its network and/or other subscribers. Under such circumstances MetroNet Bangladesh Limited shall have the right to discontinue the service.

20. Customer Premise Equipment(s) are the properties of the subscribers. MetroNet Bangladesh Limited shall not be responsible in any way for the repair, maintenance or for fixing of any, service problem of the equipment(s). MetroNet Bangladesh Limited shall not be responsible for replacing them in case these are lost/stolen/damaged.

21. MetroNet Bangladesh Limited shall not be liable for any health hazard or problems otherwise caused by the use or abuse of the services or the equipment.

22. The decision of MetroNet Bangladesh Limited shall be final in respect of this Subscription Agreement, if any interpretation of the Terms and Conditions is required.

23. Supplementary/Value Added Service/others may be rendered as and when offered by MetroNet Bangladesh Limited. The services will be charged by as per tariff determined by MetroNet Bangladesh Limited from time to time, including variation(s) thereof, if any and the said services are phone set/device/terminal dependent.

24. Notwithstanding anything contained in this contract, any information brochure, notification or any other matter which will be published by MetroNet Bangladesh Limited regarding its Services, Service Price, Billing policy and Credit policy shall be included as the terms and conditions of this contract and both MetroNet Bangladesh Limited and its subscriber shall be under obligation of the same.

25. Responsibilities of MetroNet Bangladesh Limited are explicitly stated in this agreement as above and MetroNet Bangladesh Limited takes no other responsibilities besides these.

26. For any Telecom offence, crime, trial, punishment and relevant telecom matters the Bangladesh Telecommunications Act. No. 18 of 2001 and the Rules, Regulations and Guidelines framed there under shall be applicable binding upon the subscribers/users.

B: Additional Terms and Conditions relating to Postpaid Subscription:

1. MetroNet Bangladesh Limited shall have the right to issue bill in different fixed dates in a month dividing into different cycles and the subscriber shall be billed for providing the services in accordance with the billing cycle he/she is allocated. The bill 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 maybe mentioned in the bill.

2. MetroNet Bangladesh Limited shall have the right to disconnect, suspend or bar the provision of the services 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 MetroNet Bangladesh Limited temporarily decides not to terminate the service under such condition.

3. MetroNet Bangladesh Limited shall have the right to terminate or suspend the provision of the services to the subscriber if the total charges ('billed, to-be-billed' or billed along with 'to-be-billed) accumulated at any time exceed the subscriber's security deposit (when there is a security deposit) or the credit limit (when there is a credit limit). This right, however, shall not be deemed to have been waived if MetroNet Bangladesh Limited temporally decides not to terminate the services under such conditions.

4. The subscriber shall pay the monthly bill in full as required by MetroNet Bangladesh Limited. No other person or entity is responsible to pay the subscribers' bill.

5. The subscriber shall pay the monthly bill regularly within due date mentioned on the bill (in cash through specified banks or credit card or ATM card) in order to avoid interruption of the services .This payment must be made within due date, even if the subscriber disputes the bill, and even if the phone sets/devices/terminals or other are claimed to be lost or stolen.

6. Subscriber shall be liable to pay all existing charges as billed by MetroNet Bangladesh Limited in its prescribed bill format for the services rendered by MetroNet Bangladesh Limited and also shall remain liable to pay the same as per changes, if any, from time to time.

7. The subscriber maybe entitled to reconnect his/her IP Telephony connection by making payment of his/her outstanding bills in full if the IP Telephony connection of the concern subscriber has been barred, temporarily or permanently disconnected. If the IP Telephony connection has been permanently disconnected, along with the full payment of the outstanding bill the concern subscriber shall also be liable to pay reconnection fee (which may differ from time to time).

8. The subscriber may dispute any part of the subscriber's bill and request MetroNet Bangladesh Limited to scrutinize any possible errors, subject to condition that, the conclusion drawn to the effect by MetroNet Bangladesh Limited after its scrutiny, shall be the final liability of the subscriber.

9. The subscriber shall be liable to pay Airtime charges and Monthly fee(s) (if applicable) fixed by MetroNet Bangladesh Limited for the above services.

C: Additional terms and conditions relating to Prepaid Subscription:

1. The subscriber is responsible for prepaying for all charges for using the service. The subscriber must keep a positive balance to his/her pre-paid account to continue using the service otherwise the service may be interrupted. The subscriber will not receive a monthly bill unless otherwise determined by MetroNet Bangladesh Limited. Pre-paid service is non-refundable and no refunds or other compensation will be given for misuse, lost or stolen of password of the user account. Applicable tax and fees will be deducted and/or included in the subscriber's pre-paid chargers as when applicable.

2. Use by the subscriber or by another person (whether or not such a person is acting with the authority of the Subscriber) of any telecommunication service provided by MetroNet Bangladesh Limited, shall be deemed to constitute an acceptance of this agreement. This agreement shall be deemed to commence on the date the service has been fast provided and the service will continue unless and until terminated pursuant to this agreement.

3. The different stage in the life cycle of a pre-paid subscriber's account will be known as active, inactive, disabled, suspended, disconnected and permanently disconnected. The time span between the suspended state and the permanently disconnected state will not exceed 180 days under any circumstances. MetroNet Bangladesh Limited has the sole right to determine the current state of a prepaid subscriber's account any time during the life cycle of a pre-paid account.

4. If the account is not recharged within 180 days after a subscriber's account has been suspended then the account will be permanently deleted from pre-paid system & he/she will no longer be considered as pre-paid subscriber. A subscriber will not be able to claim his/her previous account or number after permanent deletion of pre-paid account. MetroNet Bangladesh Limited is not liable to inform a subscriber about the permanent deletion of his/her account.

5. MetroNet Bangladesh Limited will not be liable to provide any refund/credit for any value on a lost/damage device or for unusual accounts after sealing except warranty in applicable cases for device.

6. The subscriber shall keep a minimum deposit on his/her account in order to avoid interruption of the service. This payment must be made within due date, even if the subscriber disputes the bill or even the device/IP phone sets terminals/telephone or others are claimed to be lost or stolen.

7. MetroNet Bangladesh Limited shall have the right to re-use/recycle/re-sell any given number corresponding to a permanently deleted pre-paid account IP number.

	"I have read and understood the terms and conditions and voluntarily accept them as binding on me and hereby sign the agreement"
Authorized Signature _____ Date _____	Subscriber's Signature _____ Date _____

MetroNet Bangladesh Limited

CORPORATE OFFICE : Arzed Chamber (4th Floor), 13 Mohakhali C/A, Dhaka-1212

Office Phone: 096 1234 1000 Fax: +88 02 9886442 | Support: 096 1234 5678 |

Email: info@Metro.Net.bd | Web:www.Metro.Net.bd