

**SUBSCRIBER ACTIVATION FORM**



Serial No. .... Sales Order No. ....

Date of Sales: / /

Subscription Type  Individual  Corporate Service Type:  E1  SIP  Other .....

Issued IP Phone 

0	9	6	1	7					
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Solution Type  Integration  Hosted  IP PABX  IP Phone  SIP Trunk .....

Attached

1. User Name: Individual/Organization (In Bangla) .....  
(Capital/Block Letter) (In English) .....

2. Authorized Person's Name (In Bangla) .....  
(Applicable for Organization) (In English) .....

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

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4. Date of Birth: 

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 Male  Female

5. Permanent Address:  
Flat No ..... House No ..... Road ..... Village / Area /Block .....  
Upazila / Thana ..... District ..... Post Code .....

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

7. Billing Address (For Postpaid only):  Permanent Address  Present Address

8. Contact No. Tel: ..... Mobile: ..... Fax: ..... E-mail: .....

9. Occupation:  Government Service  Private Service  Business  Students  Others, please mention .....

10. Father's Name: .....

11. Mother's Name: .....

12. \* Spouse's Name: .....

13. \* Identifier:  
i) Name & Phone No: Mst. Hasna Khatun (Host Server, BD Onlwer)

ii) National ID No: 

6	4	7	7	7	3	7	5	4	5										
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14. Internet Connection Provider Name, if any ..... 15. Internet Connection Required:  Yes  No

<p><b>Ranks ITT's Representative / Authorized Seller:</b> I have personally verified the attached photograph and required documents.</p> <p>Signature with Seal: .....</p> <p>Name &amp; Address: .....</p> <p>Date: / /</p>	<p><b>User:</b> 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 &amp; I shall abide by the overall terms &amp; conditions.</p> <p>Signature (or Seal (if applicable): ..... Date: / /</p> <p>Organization Seal (if applicable): .....</p>
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Note: The applicant can be capable to be made of falsation and any incarpation donct this form will not be accepted. \*\* Optional for Diplomatic, ID Photograph verified by Sadanran with NID, \*\*\* National ID to be presented before the retailer and all photocopy of the same should be enclosed. \*\* Minimum 18 years of age. \*\* Optional for 'D' Optional for Diplomatic and foreigners.

**Official Use Only**

IP Phone No: 

0	9	6	1	7					
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IP Address: .....  NAT/PAT  Real IP

Physical / MAC Address: .....

Seller's Name: .....

Seller's ID No.: .....

Seller's Address: .....

Seller's Contact No.: .....

Division/Zone/Area: .....

Signature with Seal: ..... Date: / /

Comments (if any): .....

Bulk Subscription List:  Yes  No (If yes please attach)

**Billing Information:**

Billing Type:  Postpaid  Prepaid

OTC/Device Price: Tk. ....

Connection Charge: Tk. ....

Deposited Amount: Tk. ....

Total Paid Amount: Tk. ....

Money Receipt No.: ..... Date: / /

Activation Date: .....

## Terms and Conditions

I/we hereby agree with the following terms and conditions for availing Ranks ITT Limited's (hereinafter referred to as RANKS ITT) IP Telephony Services:

- RANKS ITT always strives to render the best possible services. However, it does not guarantee any specific quality standards in services.
- RANKS ITT does not commit itself to make services available in any specific area in Bangladesh or abroad within certain dates. Even though, RANKS ITT 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, environment, regulatory, legal, and such other factors. RANKS ITT shall not be liable or responsible for any defect/deficiency in the same and for any direct, incidental or consequential loss arising there from. In addition, RANKS ITT is entitled to, without any liability, refuse, limit, suspend, disable, delete, vary and/or interrupt service or any part thereof, for one or more Users, at any time, in its sole discretion, without notice and assigning any reason.
- RANKS ITT shall have the right to temporarily suspend the services in whole or in parts of its network for repair, maintenance or circumstances beyond RANKS ITT's control.
- Notwithstanding anything contained herein, RANKS ITT reserves the right to change, vary, add, substitute or withdraw the Web service or any other services. RANKS ITT will also have the right to change /vary /increase / reduce the tariff charges, prices, validity period, product/service feature and any 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.
- RANKS ITT shall have the right to disconnect, suspend or bar the services for any violation of any law of the land or giving false information on the user registration form and/ or for changes in the given information, which is not informed to RANKS ITT.
- RANKS ITT 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 RANKS ITT.
- The decision of RANKS ITT shall be final in respect of this Subscription Agreement, if any interpretation of the Terms and Conditions is required.
- When SMS service will be provisioned, RANKS ITT does not guarantee that, messages will be delivered on time (as scheduled) due to the service downtime/connectivity/ other issues that might affect the performance of this service and RANKS ITT shall not be responsible for any delay in broadcasting the message(s).
- RANKS ITT does not accept any responsibility for notifications that are sent or received late, regardless of any cause whatsoever.
- Any bona-fide errors made by RANKS ITT may be corrected without customers' prior permission.
- When SMS will be introduced, the result of any SMS sent for any request from a subscriber will be the responsibility of the subscriber.
- RANKS ITT is not responsible for any errors resulting from fraud perpetrated by any third party. Responsibilities of RANKS ITT are explicitly stated in this agreement and RANKS ITT takes no other responsibilities besides these.
- Subscriber/s cannot carry out any sort of advertisement & promotional activities of the said service without prior written approval from concerned RANKS ITT authority.
- Notwithstanding anything contained in this contract, any information brochure, notification or any other matter which will be published by RANKS ITT regarding its Services, Service Price, Billing policy and Credit policy shall be included as the terms and conditions of this contract and both RANKS ITT and its subscriber shall be under obligation of the same.
- Any of RANKS ITT's obligations under this general terms & conditions shall be interrupted or delayed by force majeure or Act of Almighty, including but not limited to acts of war, riot, civil commotion, act of State, strikes, fire, earthquake, flood or by occurrence of any other event beyond the reasonable control of RANKS ITT, then RANKS ITT shall be excused from such performance only for such period of time as is reasonably necessary after such occurrence has abated for the effects thereof to have dissipated.
- RANKS ITT shall have the right to suspend this service without any prior notice, if the customer is found in breach of any above terms and conditions.
- RANKS ITT 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.
- The corresponding IP Telephony account in RANKS ITT's system are the sole responsibility of the subscriber. RANKS ITT is not liable for usage including use/misuse/fraud/forgery and the like perpetrated by any one including but not limited to the subscriber or any third party.
- The Subscriber cannot use the service(s) for any unlawful or abusive purpose, or for sending obscene, indecent, threatening, harassing, unsolicited message or messages adversely affecting/infringing upon national, social or economic interest, not create any damage or risk to RANKS ITT or its network and/or other Subscribers. Under such circumstances RANKS ITT shall have the right to discontinue the service.
- For any Telecom offence, crime, trail, punishment, and relevant telecom matters the Bangladesh Telecommunications Act-2001(Act No. 18 of 2001) and the Rules, Regulations and guidelines framed there under shall be applicable and binding upon the subscribers/users.
- RANKS ITT shall have no liability to the subscriber for any loss, damages, cost, expenses or other claims, either of direct or indirect in nature, arising from any materials, equipment's, instruments supplied by the subscriber which are incompatible, incorrect, inaccurate, illegible, out of sequence or in the wrong form, or arising from the late arrival or non-arrival.
- RANKS ITT shall have the sole discretion to amend, alter, change, terminate, cancel, add or substitute any terms and conditions stipulated in this Agreement at any time without giving any notice.
- To avail RANKS ITT's IP Telephony service, subscriber must have necessary equipment's to use the Internet and have access to the Internet.
- RANKS ITT does not guarantee that its subscribers can register his/her IP Phone, using the internet from other ISPs/Telecom operators.
- VAT/AIT will be imposed as per government rules.

### Prepaid Terms and Conditions:

- The subscriber is responsible for prepaying 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 determine by RANKS ITT. 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 taxes and fees will be deducted and/or included in the subscriber's pre-paid charges as and when applicable.
- Use by the subscriber or by another person (whether or not such a person is acting with the authority of the subscriber) of any telecommunications service provided by RANKS ITT, shall be deemed to constitute an acceptance of this Agreement. This Agreement shall be deemed to commence on the date the service has been first provided and the services will continue unless and until terminated pursuant to this Agreement.
- The different state in the life cycle of a Pre-Paid subscriber's account will be known as idle, inactive, disabled, suspended, permanently disconnected and permanently deleted. The time span between the suspended state and the permanently disconnected state will not exceed 180 days under any circumstance. RANKS ITT has the sole right to determine the current state of a Pre-Paid subscriber's account anytime during the life cycle of a Pre-Paid account.
- If the account is not recharged within 180 days after a subscriber's account have been suspended then the account will be permanently retired/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 old account or number after permanent deletion of a Pre-Paid account. ADB is not liable to inform a subscriber about the permanent deletion of his/her account.
- The subscriber agrees that any notice which may be given by RANKS ITT under this Agreement shall be deemed duly given or tendered to the subscriber if published in the Bangladesh Daily Newspapers, whether such notice is seen by the subscriber or not, or if sent by ordinary post, to the subscriber's usual or last known place of address.
- RANKS ITT will not be liable to provide any refund/credit for any value on a lost/damaged/devices or for unused accounts after selling except warranty in applicable cases for devices.
- The balance of an account can be carried forward only within the network of RANKS ITT and within validity period of 90 days. Fund transfer will be the sole liability of the subscriber.
- RANKS ITT shall not be liable to the subscriber or be deemed to be in breach of the Agreement by reason of any delay in performing or any failure to perform any of RANKS ITT's obligations in relation to the service. If the delay or failure was due to any cause beyond RANKS ITT's reasonable control.
- The subscriber shall keep a minimum deposit in his/her account, in order to avoid interruption of the services. This payment must be made within due date, even if the subscriber disputes the bill, or even if the devices/IP phone sets/terminals/telephone or others are claimed to be lost or stolen.
- RANKS ITT reserves the right to update, alter and amend these Terms and Conditions of services as it sees fit to comply with any statutory, legislative and/or technical changes or to enhance and improve the services.
- RANKS ITT shall have the right to re-use/recycle/re-sell any given number corresponding to a permanently deleted Pre-Paid account/IP number.

### Post Paid Terms and Condition:

- RANKS ITT 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 RANKS ITT temporarily decides not to terminate the services under such condition.
- RANKS ITT shall have the right to terminate or suspend the provision of the services to the subscriber the total charges ('billed,' 'to-be-billed' along with 'to-be-billed') accumulated at any till exceed the subscriber's security deposit (when there is a security deposit) or the credit limit (while there is no security deposit). This right, however, shall not be deemed to have been waived if temporarily decides not to terminate the services under such conditions.
- RANKS ITT shall have the right to issue bill in different fixed dates in a month dividing into different cycle and the subscriber shall be billed for providing the services in accordance with the billing cycle she/he 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 may be mentioned in the bill.
- RANKS ITT 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. The right, however, shall not be deemed to have been waived, if RANKS ITT temporarily decides not to terminate the services under such condition.
- The subscriber shall pay the monthly bill in full as required by RANKS ITT. No other person or entity responsible to pay the subscriber's bill.

RANKS ITT's responsibilities are explicitly stated in this agreement and it takes no other responsibilities and/or obligations besides those expressly stated herein above.

I have read and understood the terms and conditions and voluntarily accept them as binding on me and hereby sign this agreement.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Seal

\_\_\_\_\_  
Subscriber's Signature

\_\_\_\_\_  
Date