



airtel international roaming subscription form
(to be filled in block letters)

airtel mobile number:

alternative contact no.:

individual/company's name (in english):

user name (in english):

date of birth: e-mail:

passport no.: nationality:

date of issue: expiry date:

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international credit card details (tick✓ any one):
 Visa Master card Amex others

card no.:

expiry date:

m m y y

standard roaming SMS roaming (tick any one)

Terms & conditions

1. All postpaid customers of airtel Bangladesh Ltd. are eligible to avail international roaming (ir) services of airtel telecom subject to them owning an international credit card (in the name of the customer) or maintaining a foreign currency (FC) account.
2. a) To acquire ir services, an airtel customer has to submit a valid international credit card that is accepted by airtel Bangladesh Ltd. or
 b) As per Bangladesh bank's guidelines for foreign exchange transactions-1996, volume-1, chapter section-1, and clause-1(i) or 4, those airtel customers maintaining foreign currency as per (FC) accounts are also eligible for availing ir service
3. All ir-related charges (i.e. security deposit, bill, advance bill or others) shall be collected from the airtel customer in foreign currency against his/her international credit card or FC account which is qualified and accepted by airtel Bangladesh Ltd. All ir customers have to pay a security deposit in foreign currency as per airtel's policy or ir package plan to avail ir services.
4. All ir customers will have a 'credit limit' as per paid security deposit and the customers have the option to increase the credit limit by paying an additional security deposit in the same procedure as mentioned above.
5. airtel Bangladesh Ltd. deserves the right to terminate or suspend ir services at any time if a customer's total usage (including billed and unbilled) exceeds the approved credit limit.
6. airtel Bangladesh Ltd. will inform the customer regarding all payment procedures while subscribing ir services or any changes made on existing procedures.
7. All ir related payment terms and conditions may change from time to time as per Bangladesh bank's rules and regulations.
8. a) All ir customers of airtel Bangladesh Ltd. will have to keep sufficient balance on his/her credit card or FC account to make payments against ir security deposits, bills and any other charges before or after availing the services. b) airtel Bangladesh Ltd. has the right to check a customer's international credit card status, international credit card balance, and block any balance from the card as deemed necessary for security reasons.
9. All airtel customers will pay all the charges regarding calls forwarded from the home network to the visiting network (to receive calls through Bangladesh while customers are roaming abroad) On the local invoice the charges will reflect as forwarded ISD calls.
10. All airtel customers will pay all the charges applicable to the visiting operator for using the services through foreign or visiting operator's network.
11. Before availing ir services, it is the responsibility of the airtel customer to know the details of the charges and tariffs of different foreign operators to be visited by the customer as the tariff plan may change or differ from time to time.
12. airtel Bangladesh Ltd. shall not be responsible in case of unsatisfactory service or any dispute against the visiting operator's network or bill.
13. airtel customers will have to pay all bills or any other charges (i.e. all govt. taxes, levies, vat, surcharges as per Bangladesh government's rules and regulations) along with the actual airtime charges considering home and foreign network usages.
14. a) Through the auto debit mandate, a airtel customer cannot cause dispute regarding payments to airtel Bangladesh Ltd. which are debited from his/her international credit card at any time to ensure uninterrupted services to the customer. b) If any amount in excess or shortage than the correct bill is debited, the customer will have to contact airtel Bangladesh Ltd. for clarification. Any type of refund from airtel on account of auto debit will be settled by airtel Bangladesh Ltd. directly for its customer.
15. All airtel customers will also be obliged to comply with Bangladesh bank's foreign exchange regulations.
16. airtel Bangladesh Ltd. reserves the right to refuse providing for, continuing the ir services, terminating the services or changing the terms and conditions and tariffs plan as per business policy without assigning any reason whatever at any time.
17. It is the responsibility of the ir customers to select an appropriate handset model for availing international roaming facilities in the visiting/foreign operator's network. As part of ir customer service, airtel can provide required information to customer's for this purpose.
18. The ir subscription form of airtel Bangladesh Ltd. shall be considered as a supplementary document of the original cellular service application form (CSAF) of airtel Bangladesh Ltd. All terms and conditions of both shall therefore be applicable to all users of airtel services.
19. ir services will be activated as per verification of customer's signature with original CSAF and other required documents as per airtel policy, in case of unsatisfactory verification, airtel Bangladesh Ltd. shall not be liable if the ir services are not activated in time.
20. ir customers are requested to preserve this form for future reference.
21. The responsibilities of airtel Bangladesh Ltd. are explicitly stated in this agreement as above and airtel Bangladesh Ltd. takes no other responsibilities besides this.
22. ir subscribers, activated through FC account, will get barred after consuming 100% of the ir deposit. ir subscribers, activated through FC account, will get billing notification when he/she approaches (at different stages) the consumption of their ir Deposit.
23. There can be maximum delay of 60 days of ir usage in the ir invoice, e.g. ir usage in January can be shown in the ir invoice of March of the same year

For individual customer	For corporate/company customer
<p>User mandate/noc,</p> <p>To avail ir services, I hereby declare that I have no objection for charging my international credit card for the payment of my ir security deposit, bills or other charges or adjustment to be incurred against my airtel mobile number mentioned above. I also agree to comply with all the rules and regulations imposed or maybe imposed in future by Bangladesh bank regarding ir services.</p> <p>I hereby authorize airtel Bangladesh Ltd. to debit/charge my international credit card to settle ir security deposit/charges for availing ir services.</p> <p>_____ username signature & date</p>	<p>Organizational authority mandate,</p> <p>I hereby declare that the above stated airtel mobile number owned by our organization and the user of this mobile number is our employee who is authorized to avail ir services of airtel Bangladesh Ltd. It is to be noted here that all kind of charges i.e. security deposit, bills, advance bills and other charges, etc. In regard to ir services charges should be settled against the user's international credit card as stated above.</p> <p>_____ signature of authorized person</p> <p>_____ designation company stamps/seal</p>
<p>Auto debit mandate,</p> <p>i hereby irrevocably authorize airtel telecom to debit my international credit card to realize all amounts mentioned in airtel ir invoices in regard of ir services against my personal/company-provided airtel mobile number, without referring me or requiring any further authorization from me. i also understand that airtel Bangladesh Ltd. has placed a monetary limit, i.e. credit limit, in relation to the usage of the airtel number and shall also be entitled to invoice me and recover the bills or other charges by debiting my international credit card, when the mobile usage reaches the credit limit set by airtel Bangladesh Ltd. airtel reserves the right to accept or reject the auto debit mandate at its discretion without giving any reason whatsoever at any point in time.</p> <p>_____ username signature of the user date</p>	

I hereby acknowledge that, all the information mentioned above is true and in case of any changes thereof will be informed immediately to airtel Bangladesh Ltd. I have gone through and understood all the terms and conditions mentioned overleaf and duly accept those as obligatory to me and hereby sign in the document.

Official use only

sale details:

name of airtel/authorized seller: _____
signature of airtel/authorized seller: _____

ID no. _____ date _____

stamp

(signature of the customer)	(date)	company stamp/seal	(signature of seller with ID no.)	(date)
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