

Roaming, Auto Debit & Bill Payment Form

Choose Service:

☐ Roaming Activation ☐ Roaming Auto Debit Card Update ☐ Roaming Bill Payment ☐ Roaming SD Payment ☐ Local Auto Debit Card update

Subscriber/User Information:

(i) Customer Type: ☐ Prepaid ☐ Postpaid

(ii) Mobile Number

(iii) Customer Name

(iv) Company Name (For Corporate User Only)

(v) Alternative Contact No.

Roaming & Auto Debit Information:

Auto Debit: ☐ Local Auto Debit ☐ Roaming Auto Debit ☐ Not Applicable

Roaming Type: ☐ Basic ☐ Standard ☐ Internet ☐ SMS ☐ Not Applicable

Card Information:

(i) Cardholder Name

(ii) Card No.

(iii) Expiry Date
M M / Y Y

Payment Information:

Type of Payment: ☐ Roaming Security Deposit ☐ Roaming Bill Payment ☐ Roaming Prepaid Recharge

Amount (In BDT)
Roaming payment will be charged in USD

I confirm that information provided herein is true and accurate and I have all the rights over this information. I do hereby give full and unconditional authority to GP to auto debit my international/local Credit/Debit Card for International Roaming and/or Local Payables of the mentioned Grameenphone mobile number as and when accrues. By signing this form, I do hereby agree and acknowledge all the subscription terms and conditions including the terms and conditions for International Roaming and Auto Debit as mentioned in Grameenphone Website (www.grameenphone.com).

Cardholder's Signature & Date
(Matched with Card Back Side Signature)

KCP Signature & Company Seal
(For Corporate User Only)

Applicant's Signature & Date

INTERNATIONAL ROAMING (IR) TERMS & CONDITIONS

- All charges or bills will be collected from the subscriber in foreign currency against his/her International Credit Card/Foreign currency accounts (If applicable), which is accepted by GP. All bills have to be settled in Bangladesh on a monthly basis.
- Bangladesh nationality shall be required to deposit in foreign currency equivalent to BDT 3000 (With auto debit) or BDT 10,000 (Without auto debit) as security deposit against his/her International Credit Card/Foreign currency account (If applicable) to avail GP Standard/Basic/Data Roaming Service.
- Foreign national residing in Bangladesh shall be required to deposit in foreign currency equivalent to BDT 3000 (With auto debit) or BDT 10,000 (Without auto debit) as security deposit against his/her International Credit Card/Foreign currency account (If applicable) to avail GP Standard/Basic/Data Roaming Service.
- The usage limit/credit limit for SMS roaming will be BDT 1000 for subscribers who have 0 (Zero) security deposit for SMS roaming. The subscriber can pay extra security deposit through his/her International Debit/Credit Card (If applicable) for SMS roaming usage. BDT 1000 amount (Credit limit over security deposit) is applicable for both local and International Roaming usage.
- Grameenphone has the right to terminate or suspend the provision of the services to the subscriber if the total charges (Billed and to be billed) accumulated at any time exceed the subscriber's security deposit. However, the subscriber has the option to increase his/her security deposit, by one or more slabs of Foreign Currency equivalent to BDT 5000 through his/her International Credit Card/Foreign currency accounts (If applicable).
- The subscriber shall have to pay Government taxes, levies, VAT, surcharges and other charges (If any) applicable according to the Bangladesh Government's rules and regulations.
- The subscriber/user shall abide by the Bangladesh Bank's Foreign Exchange Regulations.
- If for any technical reason or any other problem occurring at the home network, visited network and/or in the international circuit, it is not possible to render IR services, GP shall not be liable for any such issue. GP would strive to render best possible services.
- Grameenphone reserves the right to refuse providing or continuing service, terminate service. Nevertheless, Grameenphone reserves the right to change the terms and conditions, all tariffs applicable to Grameenphone outgoing roaming facility without assigning any reason whatsoever.
- The subscribers shall visit the website of Grameenphone Ltd. to get informed about the charges and details of the tariff applicable to them. The International Roaming payment procedure, as implemented, are as per Bangladesh Bank's Foreign Exchange regulation and service offered by the concerned International Credit Card/Foreign Currency Accounts (If applicable) issuing bank(s)/authority(s). The payment procedure, as determined, stipulated in the website and/or communicated to the subscribers by GP, shall be binding upon them.
- Grameenphone has the right to check the subscriber's International Credit Card's status, International Credit Card balance and block any balance from the card for security reasons.
- The International Roaming Subscriber shall be responsible for selecting the appropriate handset for using international roaming facility in the visiting networks. Subscribers can have additional information on this from Grameenphone Customer Management Division (CMD).
- If a subscription is lost or stolen, Grameenphone will not be responsible for the lost or stolen phone or any subsequent fraudulent use of the mobile phone/SIM card. In case of lost SIM, the subscriber must immediately fax a written request to GP entailing account ID, mobile number and signature as on the subscription form to suspend/bar his/her subscription.
- GP International Roaming Application Form will be considered as a supplementary document of Grameenphone's application form. All terms and conditions of both shall therefore be applicable to the user of GP "International Roaming Services".
- IR Subscriber(s) are requested to preserve this form, if it is lost in any way, the Subscriber must lodge a GD (General Diary) with the concerned Police Station and communicate the same to GP for future reference and availing customer service.
- Responsibilities of GP are explicitly stated in this agreement as above and GP takes no other responsibilities besides those.
- IR Bill is charged based on the charging record that roaming partners claim/send. It could take up to three months from your overseas return for the last roaming charges to appear on your Grameenphone bill.
- IR Bill may cross the customer's given limit and may not be barred as we receive the billing records from roaming partners for customers in bulk and in delayed time.
- If you are a Smartphone User, in that case various software or applications on your Smartphone may initiate data sessions automatically. For example, it may check for new updates or email on a frequent basis. This may incur higher data usage and additional high roaming cost without your notice. To avoid any such unpleasant situation, you may disable data service when not in use.

AUTO DEBIT TERMS & CONDITIONS

- GP shall share a copy of this form with the bank and bank shall charge the bill upon GP's request until any cancellation request is received and accepted by GP from the Subscriber. Subscriber shall not give any instruction to the Bank that amounts to restriction upon the Bank for payment of bill to GP for availing the service from GP. Bank shall disregard such instruction unless it is accepted by GP.
- Authorized Bank: Account holding bank of the subscriber or any other bank with whom GP has collection arrangement to carry the transaction of debiting the account/Credit/Debit Card of the subscribers.
- This auto debit instruction authorizes GP/concerned Bank (schedule banks)/financial institutions of Bangladesh to update subscriber's database for Credit or Debit Card /Bank A/C information even in the case of renewal/expiry/cancellation of the Bank Account or Credit/Debit Card with the same bank for GP mobile bill settlement. In case of cards (i.e. Credit or Debit) issued outside of Bangladesh, customer is solely responsible to inform new card information to GP for uninterrupted service. With regard to card (i.e. Credit or Debit) expiry date, subscriber will receive a notification from GP.
- If the information relating to expiry or cancellation or renewal of any Account and/or Credit Card is not received by GP either from Bank or from subscriber on or before of such cancellation or renewal or expiry, the International Roaming/Local auto debit service will be discontinued till new information received from the customer with properly filled Auto Bills Pay form.

- Bank & GP shall accept payment through this standing instruction form in the name of Auto Bills Pay form only from mentioned bank accounts or Credit/Debit Cards (Details as mentioned in the form). In case of Credit Card, only the Primary Cardholder's Card is acceptable for this kind of payment. Instructions in Auto Debit/Standing Instruction form for auto bill payment will be executed subject to verification of signature by the bank as well as subscriber's details confirmed by GP and availability of credit limit of the Credit Card or sufficient balance in Account/Debit Card. For business customers, the authorized signatory can subscribe using the company approved seal & signature (As applicable in banking transaction).
- If, in the sole opinion of the Bank, the Account or the Card has insufficient funds or credit limit (As the case may be), neither the Bank nor GP is responsible to the Accountholder/Cardholder for discontinuation of service. However, in case of Card, at the sole discretion of the Bank, the transaction may be temporarily accommodated along with traditional charges/penalties that are accrued in this regard & subscriber shall pay the bank according to the terms & condition of the card agreement between bank & the subscriber. GP shall inform the subscriber in case of non-payment mentioning the reason as confirmed by the concerned bank.
- Auto Debit/Standing Instruction form shall be in effect from the date when GP receives instruction from the subscriber and collection of bill will be in effect immediately after the bank has received this form from GP (Subject to bank verification) to proceed. The bill shall be, debited as & when required for any amount after the said effective date and shall be collected by GP through the concerned bank's account or Credit/Debit Card as mentioned in this form & agreed by the subscriber.
- The Chargeable amount shall be debited by bank from the Account/Card on the same working day after receiving the billing information from GP, irrespective of the last bill payment date mentioned on the bill. If the payment instruction date falls on Friday or a public holiday or bank holiday, the same will be effective on the next working day or in the same day subject to respective bank's arrangement.
- GP may generate an Interim Bill at any time during the billing cycle or month and submit it to the Bank for payment. The objectives of generating an Interim Bill are to; (A) ensure the subscriber's outstanding dues to GP (The Billing Company) does not cross his/her Mobile Phone's credit limit at any point in time, and (B) prevent any disruption in the service of GP.
- The bank & GP shall not be liable for discontinuation of the service in the event of breakdown of machinery or computer system, strike, lockout, war, terrorism, seizure, act of God or any other reason beyond control of the Bank & GP.
- GP may generate an interim bill at any time during bill cycle and auto debit condition on specific date shall not work in case of usage exceeded 90% of the credit limit.
- Any queries, questions, comments etc. with regards to the service of GP and the billing amount shall have to be taken up with GP through its appropriate existing process and payments to the Bank with regard to the settlement of amounts paid in this regard are committed and not deferrable for any reason whatsoever. The transaction appearing on the Account Statement, or the Card Statement shall be the proof of payment of the bill.
- Any complaint from subscriber regarding the auto debit instruction shall be raised to GP only and shall be resolved by the Bank and GP together. If any mismatch is detected between the debited amount and usage amount of the subscriber, any type of refund/complaint on account of Auto Debit Instruction shall be settled by GP to its subscriber through concerned bank.
- Auto Debit Instruction under this form shall remain in full force and effect till 60 (Sixty) days of any cancellation of this instruction by Accountholder/Cardholder/Subscriber receipt by the bank from GP and any such amendments/cancellations of the form shall not release the Accountholder/Cardholder/Subscriber from the liability to the Bank & GP arising on account of his availed service from GP before such amendments/cancellations.
- The Terms & Conditions of this form shall be governed by the laws of Bangladesh as applicable from time to time.
- The Bank & GP may revise and/or change any of the terms & conditions at any time without any prior notification. However, such changes shall be effective from the date specified by GP & shall be notified to the Accountholder/Cardholder either in writing or by publication or SMS to the subscriber by GP.
- Notwithstanding anything contained herein above, for Credit Card, this Auto Bill Pay instruction will remain valid till the expiry date of the Credit Card and will be deemed as renewed upon the renewal of the Credit Card (valid for GP authorized bank only) subject to any cancellation notice served by the subscriber or any declaration by the Authorized Bank of such cancellation.
- Subscriber hereby acknowledges that, the mobile subscription with details provided above belongs to Subscriber/Company and shall be used by the Subscriber/Employees of the respective company. However, if the auto debit subscriber leaves the organization (in case of Business customer), then it is the responsibility of both the Company as well as the User to let GP know about the status of the incidence by an official letter. In that case, if the Company wishes to settle its bills by a different Cardholder, then the new User's details (Copy of Card & Auto Debit/Standing Instruction Form) through a similar procedure shall be sent to GP.
- Subscriber hereby declares that she/he has no objection whatsoever regarding settling his/her Personal/Company's mobile Bills and Security Deposits (if any) from his/her account or card, which is detailed above.
- Subscriber understands that GP is the beneficiary to the payment process and shall only settle the amount stated on Bills Payable on his/her Personal/Company's Account of the ID and Mobile Number(s) stated above.
- In addition, the subscriber hereby agrees that in the event of insufficient limit in the subscriber's account or Credit Card to cover the respective amount, the International Roaming/Local Bill Auto Debit payment transaction shall be declined, and notification shall be given to him/her by GP & service will remain barred till the payment request is honored by the bank.
- Subscriber also understands that subscriber's Personal/Company's mobile shall have to comply with GP's existing Credit Policy and any violation of that policy might result in temporary/permanent barring of mobile connection(s) and any type of refund regarding International Roaming/Local Bill shall be settled with the account holder or the Credit Cardholder only.
- GP & the Bank reserves the right to accept or deny this standing instruction in the name of Auto Bill Pay and any instruction thereof at their discretion however in case of denial the bank or GP shall notify the subscriber about the reason behind such denial.
- GP & the Bank shall have the right to check the Subscriber's financial information in relation to the provided Account or Card and block any balance from the Account or Card for security reasons
- GP will notify subscriber through SMS for charging, decline, regarding expiry date & automatic update of credit or debit card from bank.

Date	Cardholder's or Accountholder's Signature	Stamp/Seal (if company)