

This part to be filled by subscriber (In English block letters)

GP Mobile Number 0 1 7 1 1 2 3 4 5 6 7

Name of the Subscriber/Company _____

User Name **MR. ABCDE**

Contact Information

Subscriber's Contact Number **01711234567** Office/Home/Cell **017XXXXXXX**

E-mail **abcde@gamil.com** Fax: _____

Tick (✓) your Choices

Auto Debit for Local Auto Debit for International Roaming

Both IR without Auto Billspay

Tick (✓) any one

Standard Roaming SMS Roaming

Basic Roaming Data Roaming

Collection Criteria (Please Select)

Local

Charge as the usage exceed amount BDT: 1000

Charge as usage exceed _____ % of Credit Limit**

Charge after billing date

International Roaming

Charge as the usage exceed amount BDT: 500

Charge as usage exceed _____ % of Credit Limit**

Charge after billing date

* Any outstanding amount at the end of the billing period will be collected after bill date

** Customer can choose between 10-100% & may experience barring if total usage crosses credit limit

Card Holder's Information

Bank Name **Standard Chartered Bank** Visa Master Amex Others

Card Number **4 8 7 3 0 0 4 8 7 2 5 9 1 2 0 1**

Expiry Date **0 6 2 3** Credit Card Debit Card

Card Holder's Name (As appearing in the card) **ABCDE**

Organizational Authorization

I hereby authorize the aforesaid mobile subscription owned by our organization to its user who is our employee for the purpose of availing International Roaming. With this I declare that all the bills/ advances/ securities will be settled from the International Credit Card of the user.

Company Seal _____ **Signature of the Company Authorized Person** _____

Bulk IR Registration

The Standard/Basic/SMS/Data Roaming have been activated in _____ (Number of SIM) as per attached Bulk IR Subscription Form (Form serial No. _____) against _____ (Name of the company/organization). I on behalf of company/organization take responsibility of these SIMs for International Roaming service and hereby accept the terms and conditions written in International Roaming subscription form.

Company Seal _____ **Signature of the Company Authorized Person** _____

I hereby give full and unconditional authority to GP to debit my (choice: Credit/Debit Card/account through the Authorized bank for GP mobile phone bill/ local payment as & when it show accrual. I am not authorizing GP to ask for settlement to my bank for bill/ local payment. I understand that GP may charge the amount any time after billing period and that GP shall not be liable for any late collection of the amount due to any reason whatsoever. I also understand that my card information along with copy of standing instruction will be received by GP & the Authorized bank. I hereby also agree that I shall not dispute regarding any international BDT credit payment to GP debited from my card or account under this "Standing Order". If any excess of or less than the actual IR or local bill is debited, the correction will be made with the next due bill. I also understand that, my connection will have to comply with GP's existing credit policy & any violation of that policy might result in temporary/permanent barring of connections. I also hereby declare that for the purpose of availing the service of International Roaming, I have no objection whatsoever using my personal International Credit Card with aforesaid number for the payment of the bills incurred and also understand that any bill of International Roaming from Grameenphone will be served within account of the mobile number stated above. I also agree to abide by Grameenphone's terms & conditions regarding International Roaming.

I authorize Grameenphone to debit my Int. Credit Card/Debit Card **4 8 7 3 0 0 4 8 7 2 5 9 1 2 0 1** expiry date **0 6 2 3**

Amount of Bill **1 0 0 0 0** for Security deposit of International Roaming.

Date: 23/04 /2021

Signature of the User _____

Acknowledgement

Serial # _____

GP Mobile Number 0 1 7 _____

Auto Debit for Local Auto Debit for International Roaming Both IR without Auto Billspay

Roaming Type Basic Standard Data SMS **Approval Code** _____

Signature of the Company Authorized Person _____ **Date:** / /

SD payment with auto debit Enrolled request

SD payment without auto debit Enrolled request

Security Deposit amount Should be mentioned (minimum SD amount BDT 3000 for auto debit customer and BDT 10000 for non auto debit customer)

Package name

Card Number & Expiry date

Both person's Signature are required for Roaming user and owner of card holder

In TERMS & CONDITIONS

- All charges or fees will be deducted from the subscriber in foreign currency against either International Credit Card/foreign currency accounts (if applicable), which is accepted by GP. All fees have to be settled in Bangladeshi on a monthly basis.
- Bangladeshi national shall be required to deposit in foreign currency equivalent to Tk. 10,000 (Ten thousand) (Without auto debit) as security deposit against either International Credit Card/foreign currency account (if applicable) to avail GP'Smartcard/Basic/Basic Hoaming Service.
- Foreign national residing in Bangladesh shall be required to deposit in foreign currency equivalent to Tk. 10,000 (Ten thousand) (With auto debit) or Tk. 50,000 (Without auto debit) as security deposit against either International Credit Card/foreign currency account of applicant to avail GP'Smartcard/Basic/Basic Hoaming Service.
- The usage limit/credit limit for SMS roaming will be BDT. 4000 for subscribers who have 0 (Zero) security deposit for SMS roaming. The subscriber can pay some security deposit through either International Credit Card (if applicable) for SMS roaming usage. BDT. 4000 amount (Credit limit over security deposit) is applicable for both local and International roaming usage.
- Gamephone has the right to terminate or suspend the provision of the services to the subscriber if the user charges (bill) are not to be cleared accumulation 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 valid of foreign Currency equivalent to BDT. 5,000 through either International Credit Card/foreign currency accounts (if applicable).
- The subscriber shall have to pay Government taxes, duties, 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, which network is/are in the International Credit, it is not possible to render its services, GP shall not be liable for any such issue. GP would make to render best possible services.
- Gamephone reserves the right to refuse providing or continuing service, terminate service. Nevertheless, Gamephone reserves the right to change the terms and conditions, as well as applicable to Gamephone ongoing roaming facility/where a signing any reason whatsoever.
- The subscribers shall visit the website of Gamephone 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 allowed by the concerned International Credit Card/foreign currency accounts (if applicable) having service/validity. The payment procedure, as determined, signified in the website and/or communicated to the subscribers by GP shall be binding upon them.
- Gamephone 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 names for using International roaming facility in the existing networks. Subscribers can have additional information on this from Gamephone Customer Management Division (CMD).
- If a subscription is lost or stolen, Gamephone will not be responsible for the lost or stolen phone or any subsequent balances use of the mobile phone/SIM card. In case of lost SIM, the subscriber must immediately file a written request to GP enabling account ID, mobile number and signature as on the subscription form to suspend his/her subscription.
- GP International Roaming Application form will be considered as a supplementary document of Gamephone's application form. All terms and conditions of form shall therefore be applicable to the use of GP International Roaming Services.


- GP shall share a copy of this form with the bank and bank shall charge the fee upon GP's request unless any cancellation request is received and accepted by GP from the Subscriber. Subscriber shall not give any transaction to the bank from account to transaction upon the bank for payment of fee to GP for availing the service from GP bank shall charge such transaction unless it is accepted by GP.
- Authorized bank Account holding bank of the subscriber or any other bank with whom GP has connection arrangement to carry out transaction of sending the account/Credit/Debit Card of the subscriber.
- This auto debit transaction authorizes Gamephone bank (selected bank/branch/branch) facilities of Bangladesh to update subscribers' balance for credit or Debit Card A/C. Information will be in the case of renewal/expiry/cancellation of the bank Account or Credit/Debit Card with the same bank for GP mobile fee settlement. In case of cases (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.
- In the event of renewal/expiry or cancellation or renewal of any Account and/or Credit Card it is not possible for GP either from bank or from subscriber on or before of such cancellation or renewal or expiry. GP International Roaming/Local auto debit service will be discontinued the new information received from the customer when properly fund Auto debit payment.
- Bank & GP shall accept payment through this standing instruction form in the name of Auto debit may from only from mentioned bank Account 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. Transactions in Auto debit Standing Instruction form for auto debit payment will be restricted 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 customer, the authorized signatory can subscribe using the company approved seal & Signature (As applicable in banking transaction).
- In the sole opinion of the bank, the Account or the Card has insufficient funds or credit limit (in the case may be), neither the bank nor GP is responsible to the Accountant/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 additional charges/penalties may be 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 monitoring the reason as confirmed by the concerned bank.
- Auto Debit Standing Instruction form shall be in effect from the date when GP receives transaction from the subscriber and execution of the fee will be in effect immediately after the bank has received this form from GP (Subject to bank verification) is process. The fee shall be, unless as & when required for any amount after the site effective date and shall be charged 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 user fee payment date mentioned on the bill. If the payment transaction 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 more 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 either Mobile Prepaid 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, riot/insurrection, strike, act of God or any other reason beyond control of the bank & GP.
- GP may generate an interim bill at any time during the cycle and auto debit condition on specific date shall not work in case of usage exceeds 90% of the credit limit.
- Any queries, questions, comments etc. with regard to the service of GP and the billing amount shall have to be taken up with GP through its appropriate billing process and payment to the bank with regard to the settlement of amount due in this regard are customer's and not Gamephone's 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 transaction shall be subject to GP only and shall not be resolved by the bank and GP together. If any mismatch is detected between the billed amount and usage amount of the subscriber, any type of refund/complaint on account of Auto debit transaction shall be raised by GP to its Subscriber through concerned bank.
- Auto Debit transaction under this form shall remain in full force and effect till 60 (Sixty) days of any cancellation of this transaction by Accountant/Cardholder/subscriber except by the bank from GP and any such amendments/cancellations of the form shall not reverse the account/Cardholder/subscriber from the facility to the bank & GP acting on account of its available service from GP unless 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 Accountant/Cardholder either in writing or by publication or SMS to the subscriber by GP.
- Notwithstanding anything contained herein above, the Credit Card, this Auto Debit Standing 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 discontinuation by the Authorized bank of such cancellation.
- Subscriber hereby acknowledges that, the mobile subscription with details provided above belongs to subscriber's Company and shall be used by the subscriber/its employees of the respective company. However, if the auto debit subscriber wishes the organization (in case of business customer), then it is the responsibility of them the Company as well as the user to let GP know about the status of the licence by an official letter. In such case, if the Company wishes to serve its bills by a different Cardholder, then the new user's details (Copy of card & Auto Debit Standing Instruction form) through a bank procedure shall be sent to GP.
- Subscriber hereby declares that s/he/she has no objection with to them regarding sending their Personal/Company mobile bills and Security receipts (if any) from their account or Card, which is detailed above.
- Subscriber understands that GP is not responsible for any payment process and shall only settle the amount based on this payment on their personal/Company account of the bank (Mobile Number) issued above.
- In addition, the subscriber hereby agrees that in the event of insufficient debit in the subscriber's account or Credit Card to cover the respective amount, the International Roaming/Local auto debit payment transaction shall be declined and notification shall be given to subscriber by GP & service will remain subject to the payment request if received 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 blocking of mobile connectivity and any type of rebate regarding International Roaming/Local fee shall be waived when the account holder in the Credit Card holder only.
- GP & the bank reserves the right to accept or deny this standing instruction in the name of Auto debit and any transaction issued at their discretion however in case of denial the bank & GP shall notify the subscriber about the reason behind the such denial.
- GP & the bank shall have the right to check the Subscriber's financial information in relation to the problem Account or Card and block any balance from the Account or Card for security reasons.
- GP will notify subscriber through SMS for charging, debit, expiring expiry date & automatic update of credit or debit card from bank.

Card Holder's Signature

আবৃত্তি নীতিসমূহ ও শর্তাৱলি

- GP shall share a copy of this form with the bank and bank shall charge the fee upon GP's request unless any cancellation request is received and accepted by GP from the Subscriber. Subscriber shall not give any transaction to the bank from account to transaction upon the bank for payment of fee to GP for availing the service from GP bank shall charge such transaction unless it is accepted by GP.
- Authorized bank Account holding bank of the subscriber or any other bank with whom GP has connection arrangement to carry out transaction of sending the account/Credit/Debit Card of the subscriber.
- This auto debit transaction authorizes Gamephone bank (selected bank/branch/branch) facilities of Bangladesh to update subscribers' balance for credit or Debit Card A/C. Information will be in the case of renewal/expiry/cancellation of the bank Account or Credit/Debit Card with the same bank for GP mobile fee settlement. In case of cases (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.
- In the event of renewal/expiry or cancellation or renewal of any Account and/or Credit Card it is not possible for GP either from bank or from subscriber on or before of such cancellation or renewal or expiry. GP International Roaming/Local auto debit service will be discontinued the new information received from the customer when properly fund Auto debit payment.

- Bank & GP shall accept payment through this standing instruction form in the name of Auto debit may from only from mentioned bank Account 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. Transactions in Auto debit Standing Instruction form for auto debit payment will be restricted 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 customer, the authorized signatory can subscribe using the company approved seal & Signature (As applicable in banking transaction).
- In the sole opinion of the bank, the Account or the Card has insufficient funds or credit limit (in the case may be), neither the bank nor GP is responsible to the Accountant/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 additional charges/penalties may be 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 monitoring the reason as confirmed by the concerned bank.
- Auto Debit Standing Instruction form shall be in effect from the date when GP receives transaction from the subscriber and execution of the fee will be in effect immediately after the bank has received this form from GP (Subject to bank verification) is process. The fee shall be, unless as & when required for any amount after the site effective date and shall be charged 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 user fee payment date mentioned on the bill. If the payment transaction 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.
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- 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, riot/insurrection, strike, act of God or any other reason beyond control of the bank & GP.
- GP may generate an interim bill at any time during the cycle and auto debit condition on specific date shall not work in case of usage exceeds 90% of the credit limit.
- Any queries, questions, comments etc. with regard to the service of GP and the billing amount shall have to be taken up with GP through its appropriate billing process and payment to the bank with regard to the settlement of amount due in this regard are customer's and not Gamephone's 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 transaction shall be subject to GP only and shall not be resolved by the bank and GP together. If any mismatch is detected between the billed amount and usage amount of the subscriber, any type of refund/complaint on account of Auto debit transaction shall be raised by GP to its Subscriber through concerned bank.
- Auto Debit transaction under this form shall remain in full force and effect till 60 (Sixty) days of any cancellation of this transaction by Accountant/Cardholder/subscriber except by the bank from GP and any such amendments/cancellations of the form shall not reverse the account/Cardholder/subscriber from the facility to the bank & GP acting on account of its available service from GP unless 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 Accountant/Cardholder either in writing or by publication or SMS to the subscriber by GP.
- Notwithstanding anything contained herein above, the Credit Card, this Auto Debit Standing 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 discontinuation by the Authorized bank of such cancellation.
- Subscriber hereby acknowledges that, the mobile subscription with details provided above belongs to subscriber's Company and shall be used by the subscriber/its employees of the respective company. However, if the auto debit subscriber wishes the organization (in case of business customer), then it is the responsibility of them the Company as well as the user to let GP know about the status of the licence by an official letter. In such case, if the Company wishes to serve its bills by a different Cardholder, then the new user's details (Copy of card & Auto Debit Standing Instruction form) through a bank procedure shall be sent to GP.
- Subscriber hereby declares that s/he/she has no objection with to them regarding sending their Personal/Company mobile bills and Security receipts (if any) from their account or Card, which is detailed above.
- Subscriber understands that GP is not responsible for any payment process and shall only settle the amount based on this payment on their personal/Company account of the bank (Mobile Number) issued above.
- In addition, the subscriber hereby agrees that in the event of insufficient debit in the subscriber's account or Credit Card to cover the respective amount, the International Roaming/Local auto debit payment transaction shall be declined and notification shall be given to subscriber by GP & service will remain subject to the payment request if received 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 blocking of mobile connectivity and any type of rebate regarding International Roaming/Local fee shall be waived when the account holder in the Credit Card holder only.
- GP & the bank reserves the right to accept or deny this standing instruction in the name of Auto debit and any transaction issued at their discretion however in case of denial the bank & GP shall notify the subscriber about the reason behind the such denial.
- GP & the bank shall have the right to check the Subscriber's financial information in relation to the problem Account or Card and block any balance from the Account or Card for security reasons.
- GP will notify subscriber through SMS for charging, debit, expiring expiry date & automatic update of credit or debit card from bank.

Date/ তারিখ	Card Holder's or Account Holder's Signature/ কার্ড হোল্ডার বা অ্যাকাউন্ট হোল্ডারের স্বাক্ষর	Stamp/Seal of company/ কোম্পানীর মোহর/স্বাক্ষর
23/04/21		

LETTER OF AUTHORISATION

Date:

**Grameenphone Ltd.
GPHOUSE
Bashundhara, Baridhara
Dhaka-1229
Bangladesh**

Mobile No. 01711234567

IR User's Mobile number

Dear Sir,

RE: CHARGING INTERNATIONAL ROAMING BILL OF GRAMEENPHONE LTD.

I do hereby authorise Grameenphone to charge my under mentioned Card against international roaming bill/advance/security deposit for the month of May'21 2021.

Card holder name ,Card number ,Expiry date and charge amount

Name	Card No	Expiry Date	Charge Tk.
MR. ABCDE	1223 4123 5634 5457	12/20	10000

This letter will serve to confirm that the concerned roaming bill is accepted by me and Grameenphone is indemnified at all times, from any claims brought against this charge.

Sincerely yours,

Signature Verified by Grameenphone

Credit Card Holder's Signature



Signature of Cardholder

TO BE FILLED BY GRAMEENPHONE LTD.

TO BE FILLED BY GRAMEENPHONE LTD.		
Merchant No.	Approval No.	Transaction Date :