

7. Direct Debt (optional)

In this section you can authorise your bank to settle your Batelco bill on your behalf:

Customer Name: _____

CPR/CR No.

Bank Account No. (Exact format): _____

Bank Name: _____

Maximum Deduction Amount (BD): _____

(For new customers minimum Amount is BD25, although this can be reduced whenever required providing average bills for latest 3 months show smaller amount)

First Deduction Date: ____/____/____

Last Deduction Date: ____/____/____

Signature (Same as your signature at the bank): _____

Contact No.:

(Please note that the settlement of your bill by the bank will get affected only when Bank's approval is gained and in that case you will see a reference starting with "DDA..." on your bill).

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Staff Code: _____ Staff Signature: _____

Date: ____/____/____

Telephone No.:

Bank Sort Code: _____

Direct Debt Ref. No.: _____

8. Value-Added Services: (StarDial)

	Provide	Cancel
1. Calling Line Identification (also available for ISDN lines)	<input type="checkbox"/>	<input type="checkbox"/>
2. Do Not Disturb	<input type="checkbox"/>	<input type="checkbox"/>
3. Abbreviated Dialling	<input type="checkbox"/>	<input type="checkbox"/>
4. Fastline with Time Break	<input type="checkbox"/>	<input type="checkbox"/>
5. Fastline without Time Break	<input type="checkbox"/>	<input type="checkbox"/>
6. All levels Barring (Please choose a password)	<input type="checkbox"/>	<input type="checkbox"/>
7. National Calls Barring	<input type="checkbox"/>	<input type="checkbox"/>
8. IDD Calls Barring	<input type="checkbox"/>	<input type="checkbox"/>
9. Operator Connected Calls Barring	<input type="checkbox"/>	<input type="checkbox"/>
10. IDD and Operator Connected Calls Barring	<input type="checkbox"/>	<input type="checkbox"/>
11. Barring of Audiotex Service	<input type="checkbox"/>	<input type="checkbox"/>
12. Outgoing Call Bar - OCB (Incoming line only)	<input type="checkbox"/>	<input type="checkbox"/>
13. Incoming Call Bar - ICB (Outgoing line only)	<input type="checkbox"/>	<input type="checkbox"/>
14. International Call Forwarding by Customer Control (free)	<input type="checkbox"/>	<input type="checkbox"/>
15. International Call Forwarding by Batelco (free)	<input type="checkbox"/>	<input type="checkbox"/>

(Please specify the International no.)

To apply for these services and to obtain more information, please call 17 88 11 11 or visit www.batelco.com.bh

9. Guarantor

This is to certify that I/We accept full responsibility for the payment of all overdue amount of the telecommunication service, (including all calls, all additional installations/services and rentals on the same line) requested now or in the future by Mr/Mrs/Ms _____, in the event of default of payment by him/her.

Sponsoring Party

Name: _____

CR No.:

Contact No.:

Signature: _____

Date: ____/____/____ Company Stamp: _____

Customer Signature: _____

Date: ____/____/____

I/We have read and understood Batelco's General Terms & Conditions for Telephone & ISDN service and have accepted them.

FOR BATELCO USE ONLY

Staff Code/Sign: _____

Deposit Receipt No.:

S.O. No.:

Telephone and ISDN Order Form

Telephone and ISDN Order Form

- New Line (Tel) New Line (ISDN)
 Line Transfer Miscellaneous Value Added Services

1. Personal Information:

- Mr. Mrs. Ms.

Telephone/ISDN Service Number

Name: _____

Nationality: _____

CPR/CR (Original copy is required):

E-mail Address: _____

Facsimile No.

Contact Name: _____

Tel./Mobile No.

Installation Address:

Flat/Shop/Office: House/Building:

Road No.: Block:

Road Name: _____

Mailing Address (If different than above):

Flat/Shop/Office: House/Building:

Road No.: Block:

P.O. Box: Area:

Applied by: _____ Signature: _____

CPR No.

Telephone Directory:

- Yes, I would like to publish my number in the telephone Directory

- No (BD 10/- will be charged once-off)

The name as it should appear in the directory entry:

2. Telephone Services - Residential

Number of Lines:

Number of Sockets:

(Additional socket = Extra charge)

3. Telephone Services - Business

Number of Lines: Number of Sockets:

(Additional socket = Extra charge):

4. Integrated Services Digital Network "ISDN"

- No. of ISDN lines "Basic Rate Access"

Number of Lines:

- No. of ISDN lines "Primary Rate Access"

Number of Lines:

No. of required Channels for Primary Rate Access:

- 10 20 30

Multiple Subscriber Number "MSN/Direct Dialling In"

Quantity:

5. Line Transfer

Flat/Shop/Office: Road No.:

House/Building: Block:

Road Name: _____

Disconnection date at the existing address: ____/____/____

- Please tick if Called Number Announcement (CNA) is required, this service is at charge.

6. Miscellaneous

- Disconnection & Reconnection**

- Permanent Disconnection

- Temporary Disconnection
(BD 3/- for re-connection & monthly rental will be charged)

- Reconnection of Service

Effective Date: ____/____/____

Do you have an Internet account on this number? Yes No

- Change of number**

Customer Name: _____

CPR/CR (Original copy is required):

Telephone:

1. I wish to have my service number changed for the following reasons:

- Malicious calls
 Avoid calls for the previous customer
 Change of service number
 Family reasons
 Interchange of numbers for same customer
 Other (Please specify)

2. I wish to have my new number;

- Published in the telephone directory
 Not published in the telephone directory
(BD 10/- will be charged once-off)

The name as it should appear in the directory entry:

- Change of Ownership**

New Customer Name: _____

Nationality: _____

CPR/CR (Original copy is required):

E-mail _____ Fax No. _____

Contact Name _____ Tel. No. _____

Mailing Address _____

Flat No. _____ House/Bldg No. _____

Road No. _____ Block No. _____

I agree to pay all outstanding payment under this agreement until the date of the transfer completion.

New Customer Signature: _____

Date: ____/____/____

10. General Terms and Conditions (Telephone and ISDN)

- The customer has agreed that Batelco shall provide Telephone or ISDN Services or shall install the equipment that the client has purchased from Batelco and maintain it on his own account as per the bills issued by Batelco for such purpose. He has also agreed that he shall not object to the prices for providing the service, installation and replacement of equipment or any other expenses charged by Batelco.
- Batelco shall not be responsible for the technical faults that lead to full or part discontinuation of Telephone or ISDN Service. However, the customer must notify Batelco of such faults immediately to arrange for the repair, the cost of which shall be fully borne by the customer.
- The customer undertakes to settle the charges prescribed for Telephone or ISDN Service, telephone calls and ISDN charges. He shall also undertake to pay installation charges and cost of repair of any faults as per the bills issued by Batelco. In case the customer fails to pay any bills due for payment to Batelco during the period specified on the bill, Batelco shall have the right to disconnect the service and other services provided by Batelco to him, without any responsibility on the part of Batelco. The service shall not be returned to the customer until all his liabilities towards Batelco are fully settled.
- The customer shall be responsible for the cost of any authorised equipment connected by the customer to Batelco network. He shall also be responsible for the cost of repair and maintenance of such equipment.
- Batelco shall have the right to change the service number of any subscriber as necessitated by work requirements.
- The customer must facilitate the assignment of any Batelco's employee when he comes during reasonable times to inspect, maintain and carry out necessary repairs to the service lines. The Customer undertakes to indemnify Batelco against any injury, loss or damage suffered by Batelco or its employees when on the Customer's premises.
- Batelco will endeavour to Cease/install the line on the required date. However, this cannot be guaranteed in case of technical problems beyond its control.
- Any equipment connected to the ISDN line MUST carry the Ministry of Transportation approval. Batelco will not be responsible for any charges caused either directly or indirectly by unapproved equipment.
- The customer shall be fully liable for charges incurred due to misconfiguration of the router, ISDN modem or any related equipment.
- If a fault is due to the customer's equipment, then Batelco shall charge the ISDN customer as per the Batelco standard rates.
- Batelco shall have the right to withdraw, partially or totally, the ISDN service for technical or other reasons without being responsible for the consequences from this action.
- Except as expressly provided for in these terms and conditions Batelco shall not in any circumstances be liable for consequential losses, indirect or special damages of any kind arising out of or in any way connected with the performance or failure to perform this agreement.