



General Terms & Conditions for IPBW Services

General Terms and Conditions of Mango Teleservices Limited's IP Bandwidth Services

1. The service is provisioned as per BTRC IIG/ISP license terms & conditions and which will also be applicable to the service users. Any directives, instructions, regulations and changes in tariff policy and terms of the license imposed by BTRC, LEA and other Government agencies from time to time will also be applicable to the service users.
2. As per IIG/ISP license terms no voice can be transmitted through the IIG/ISP. If any voice transmission is detected then Mango Teleservices Limited (MANGO) reserves the right to terminate the service without prior notice. Customers shall be liable for such activities and for any consequences or penalties imposed by BTRC, LEA or other Government authorities.
3. For IIG, the service is provided from MANGO POPs (refer to www.mango.com.bd for POP locations). The Customer will connect to MANGO POP at their own responsibility and cost & will have to maintain the same. MANGO will facilitate and provide connection port.
4. The service will be provisioned only after receipt of duly executed Service Order Form, payment deposited in the MANGO account as per published tariff and SLA executed by the client. The user shall ensure payment of Security Deposit (SD) equivalent to one month Monthly Recurring Cost (MRC) plus One time Installation cost (OTC) plus MRC for one month in advance with 15% VAT (VAT applicable on MRC & OTC).
5. The service order period (commitment period) is for the period of six months from the date of service activation. The service cannot be discontinued during commitment period. SD will be retained during this period and OTC is not refundable. Once commitment period is expired then the Service Order will be automatically renewed for next commitment period of six months with standard Mango terms and conditions unless otherwise mutually agreed by both parties in writing.
6. Temporary suspension of service is not allowed. Customer will be liable to pay all charges for any temporary suspension of service by customer during contract period. MANGO may suspend the service but in such cases customer will not be charged.
7. For Backhaul Service/ Inland transmission cost will be additionally charged if applicable.
8. Termination of IPBW to PSTN or other telephone networks is not permitted.
9. The service offered and tariff imposed is without any backup or restoration service.
10. MANGO shall have the right to apply monitoring facility over any service extended to customers.
11. Authorized Government law enforcing agencies will have the right to intercept the traffic/ data originated/ terminated at the ISP/IIG for the purpose of analysis and security.
12. MANGO and the Customer shall not be entitled to assert any claim or compensation for any and all damages and losses including consequential damages and losses and shall indemnify each other for a period of thirty six months from the date of service provisioned.
13. Payment of MRC: Billing will start from Service activation date. However, billing cycle shall commence from the 1st day of each billing month. MRC for the provisioned bandwidth shall be



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paid by the customer within 07 (seven) days before the commencement of each billing cycle. For any service commissioning/upgrade MRC, VAT and OTC shall be paid by the customer in advance. Mango reserves the right to discontinue the service without any prior notification for which Mango shall not be liable under the following circumstances:

- a. If directed by BTRC or any other law enforcing authority or by any order of court.
 - b. If customer fails to pay within schedule time mentioned above In case of service discontinuation, SD will be refunded as applicable. VAT and TAX shall be applicable as per prevailing law of the land.
14. Upgrade and Downgrade of Bandwidth: Customers are committed to ensure to use the same quantity of bandwidth minimum for 03 (three) months from the date of their service commission and for which they have executed the SOF (Service Order Form).
In compliance of the above clause, customers may downgrade maximum 20% of their existing consumed IP Bandwidth with a 30 (thirty) days, 30 (thirty) days and 90 (ninety) days prior notice respectively.
15. For any conflicting terms with BTRC policies; the guideline, policy, directive of BTRC shall be enforced.
16. MANGO reserves the right to add, delete and modify any other condition(s), as and when necessary.
17. BTRC approved category ISP Licensees are agreed to comply all BTRC ISP license terms & conditions and keep log of all network usages.