



# Telephone & Fixed Broadband Application Form

CUSTOMER INFORMATION

New Customer  Existing Customer \_\_\_\_\_  
Customer No. / Account No. / Service No.

Identity Document  
 National ID Card (for Maldivians)  Work permit  Passport

Company/Office/Applicant's Name: \_\_\_\_\_  
\_\_\_\_\_

Registration Certificate  
ID No. | | | | | | | | | | | | | | | | | |

### New Customers

Date of Birth: | D | D | | M | M | | Y | Y | Y | Y |  Male  Female

Account No. / Service No. to be billed on \_\_\_\_\_

PERMANENT ADDRESS Nationality: \_\_\_\_\_ Title: \_\_\_\_\_

SERVICE ADDRESS (if different from Permanent Address)

House/Building name: \_\_\_\_\_

House/Building name: \_\_\_\_\_

Road: \_\_\_\_\_

Road: \_\_\_\_\_

District: \_\_\_\_\_ Block no: \_\_\_\_\_

District: \_\_\_\_\_ Block no: \_\_\_\_\_

Atoll, Island: \_\_\_\_\_

Atoll, Island: \_\_\_\_\_

Email: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contact No's: \_\_\_\_\_

SERVICE REQUESTED

- 1. Install new telephone line service(s)  Plainline (local only)  Quickline (full IDD access)
- 2. Change existing telephone no. \_\_\_\_\_ to  Plainline (local only)  Quickline (full IDD access)
- 3. Request new broadband service(s)
- 4. Relocate broadband/telephone no. in same premise \_\_\_\_\_
- 5. Relocate broadband/telephone no. to my new address above \_\_\_\_\_
- 6. Internal wiring for broadband/telephone no. \_\_\_\_\_
- 7. Provide/remove the following services on telephone no. \_\_\_\_\_  Unlist  Call Forwarding
- 8. Suspend telephone no. \_\_\_\_\_  6 months  12 months
- 9. Disconnect broadband/telephone no. \_\_\_\_\_
- 10. Become the registered owner of broadband/telephone no. \_\_\_\_\_
- 11. Others \_\_\_\_\_

Present Owner's Name & Address \_\_\_\_\_

Identity Document

National ID Card (for Maldivians)  Work permit  Passport  Registration Certificate ID No. | | | | | | | | | | | | | | | | | |

Signature / Stamp (official stamp is required for Offices and Companies)

For Companies, Authorized Signatory (Name & ID No.)

### Fiber Package:

Packages	Fair Usage Allowance	Speed	Packages	Fair Usage Allowance	Speed
<input type="checkbox"/> Fiber 5M Starter**	30GB	5M	<input type="checkbox"/> Fiber 40M *	420GB	40M
<input type="checkbox"/> Fiber 10M Basic*	60GB	10M	<input type="checkbox"/> Fiber 50M*	650GB	50M
<input type="checkbox"/> Fiber 15M Starter*	120GB	15M	<input type="checkbox"/> Fiber 100M*	900GB	100M
<input type="checkbox"/> Fiber 25M Starter*	200GB	25M	<input type="checkbox"/> Fiber 200M*	1.5TB	200M
<input type="checkbox"/> Fiber 30M Basic*	250GB	30M	<input type="checkbox"/> Fiber 1G*	4.5TB	1G

\*Speed will be reduced to upto 5Mbps once FUA (Fair Usage Allowance) is exhausted,  
\*\*Speed will be reduced to upto 2Mbps once FUA (Fair Usage Allowance) is exhausted, however there will be no extra charges for additional usage

### Additional Services

- Buy Modem  Buy Router  Parental Control (MVR25 Per month)
- Router/ONT Monthly Installment Plan  
 6 months  12 months  18 months
- Buy Wifi Mesh Deco M5 - Monthly installment  
 1 Pack  2 Pack  3 Pack
- FREE Router/ONT (Only for upgrades from ADSL to Fibre & Hulhumale Phase 2 Hiya Flats )  
ROUTER/ONT is provided Free of Charge. Early Termination Fee of MVR1000 will be charged if disconnected before 12 months period.

### Business Package:

Packages	Fair Usage Allowance	Speed	Packages	Fair Usage Allowance	Speed
<input type="checkbox"/> Biz Fibre 10M*	250GB	10M	<input type="checkbox"/> Biz Fibre 50M*	2.3 TB	50M
<input type="checkbox"/> Biz Fibre 15M Plus*	460GB	15M	<input type="checkbox"/> Biz Fibre 100M*	3.3 TB	100M
<input type="checkbox"/> Biz Fibre 25M Plus*	650GB	25M	<input type="checkbox"/> Biz Fibre 200M*	4.5 TB	200M
<input type="checkbox"/> Biz Fibre 30M*	1.3 TB	30M	<input type="checkbox"/> Biz Fibre 1GBPS*	7.5 TB	1G
			<input type="checkbox"/> Biz Fiber 10M Unlimited	Unlimited	10M

\*Speed will be reduced to upto 5Mbps once FUA (Fair Usage Allowance) is exhausted, however there will be no extra charges for additional usage

### Additional Services

- Buy Modem  Buy Router  Fixed IP
- Webhosting starter package (includes 10 email address, Domain and 1GB web space under your domain)
- Router/ONT Monthly Installment Plan  
 6 months  12 months  18 months
- Buy Wifi Mesh Deco M5 - Monthly installment  
 1 Pack  2 Pack  3 Pack
- FREE Router/ONT (Only for upgrades from ADSL to Fibre)  
ROUTER/ONT is provided Free of Charge. Early Termination Fee of MVR1000 will be charged if disconnected before 12 months period.

**Additional Services**

Change package from \_\_\_\_\_ to \_\_\_\_\_ Required date: \_\_\_\_\_

**Note:**

- Actual speed on customer end will vary due to a number of factors including network configuration, line length, internet traffic, customer equipment and software. If customer's line doesn't support the maximum speed of the package customer would like to subscribe to, Dhiraagu will offer the best speed available on that line.
- For upload speeds of 1M and above customer needs to have CPE which supports Annex M to get the upload speed

I/We would like to:

- view and download bills via Dhiraagu Online Services - MyAccount (conveniently view, download, manage accounts and pay your bills instantly by registering at MyAccount at [www.dhiraagu.com.mv/myaccount](http://www.dhiraagu.com.mv/myaccount))
- subscribe for Email Bill service and receive monthly bills via email. Preferred Email address \_\_\_\_\_
- change my existing email address that I/We have submitted from \_\_\_\_\_ to \_\_\_\_\_
- unsubscribe from E-mail Bill service
- subscribe to paper bills (a monthly fee may be charged in future)

Indicate Billing Address if different from Permanent Address

1. House/Building Name: \_\_\_\_\_ 2. Street: \_\_\_\_\_
3. District: \_\_\_\_\_ 4. Block No. \_\_\_\_\_
5. Atoll/Island: \_\_\_\_\_

**Terms and Conditions:**

- The "Promotion": (a) The Router/ONT ("Device") is provided free of charge subject to an early termination fee of MVR1000 ("Exit Charge") which shall become payable immediately if the service requested by you by this application form ("Service") becomes inactive (including suspension, disconnection or termination) for any reason, within 12 months from the service start date ("Minimum Commitment Period").
- If the Exit Charge is not paid within one (1) month from the date it becomes payable, we reserve the right to: (a) transfer the Exit Charge to the account of any other service(s) provided to you; (b) deduct the Exit Charge from any payment or credit due to you; and/or (c) suspend, disconnect or terminate the Service.
- During the Minimum Commitment Period, change of ownership, transfer of Device, suspension of Service and/or disconnection of Service by the Customer is restricted.
- You understand that risk in the Device shall pass to you upon delivery of Device. Title and ownership shall transfer only upon the completion of the Minimum Commitment Period. In the event of early termination, title and ownership for the Device shall transfer to you upon full payment of the Exit Charge.

This Promotion for the Device and the provision of the Service comprises of the terms herein and Dhivehi Raajjeyge Gulhun PLC Terms and conditions.

I/We have read and accept the terms herein and Dhivehi Raajjeyge Gulhun PLC Terms and conditions.

\_\_\_\_\_  
Signature/Stamp (Official stamp is required for Offices and Companies)

\_\_\_\_\_  
For companies, Authorized Signatory (Name & ID Card No.)

Date: | D | D | | M | M | | Y | Y | Y | Y |

- Note:**
- A valid ID card for Maldivians and the Passport and Work visa for non Maldivians is required with applications.
  - Non Maldivians are required to pay a deposit.
  - If this is the first application of a business, it should include a completed Business Customer Information Form (available on Dhiraagu website and Customer Front office).