



# Telephone & Fixed Broadband Application Form

CUSTOMER INFORMATION

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

National ID Card (for Maldivians)  Registration Certificate

\_\_\_\_\_

ID No. | | | | | | | | | | | | | | | | | |

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

Exp. Date | D | D | | M | M | | Y | Y | Y | Y |

Nationality: \_\_\_\_\_ Title: \_\_\_\_\_

Reg No. | | | | | | | | | | | | | | | | | |

### PERMANENT ADDRESS

### 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: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Primary Email Address: \_\_\_\_\_

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

Note: All communications including bill notifications will be sent to this mobile number

Primary Contact Mobile No: \_\_\_\_\_

Alternate Contact No: \_\_\_\_\_

Note: All communications including bill notifications will be sent to this mobile number

### APPLICABLE FOR FOREIGNERS ONLY

Passport Number: \_\_\_\_\_

Exp. Date | D | D | | M | M | | Y | Y | Y | Y |

Work Permit: \_\_\_\_\_

Exp. Date | D | D | | M | M | | Y | Y | Y | Y |

Sponsor Name: \_\_\_\_\_

SERVICE REQUESTED

New Connection

Telephone  Fibre

Billing Account:  New  Existing Account No: \_\_\_\_\_

I wish to purchase a nice number for fixed line  Category A (₹1,500)  Category B (₹1,000)

Service No: \_\_\_\_\_

Provide/Remove the following services on: \_\_\_\_\_

Order ID: \_\_\_\_\_

Unlist  Call Forwarding  Add-on Public IP (₹75)

Relocate in the same premise \_\_\_\_\_

Static IP (Business customers only)

Relocate to my new address above \_\_\_\_\_

Suspend for 6 months  Suspend for 12 months  Reconnect

Internal wiring \_\_\_\_\_

Service No: \_\_\_\_\_

Become the registered owner of No: \_\_\_\_\_

Disconnect \_\_\_\_\_

Present Owners' Name: \_\_\_\_\_

Package Change \_\_\_\_\_

### Identity Document

National ID Card (for Maldivians)  Work Permit  Passport  Registration Certificate

ID No. | | | | | | | | | | | | | | | | | |

\_\_\_\_\_  
Signature

\_\_\_\_\_  
For Companies, Authorized Signatory (Name and ID No)

SERVICE REQUESTED

**HOME FIBRE PACKAGES:**

Packages	Fair Usage Allowance	Speed
<input type="checkbox"/> Fibre 5M Starter*	3OGB	5M
<input type="checkbox"/> Fibre 10M Basic*	6OGB	10M
<input type="checkbox"/> Fibre 15M Starter*	12OGB	15M

**LIMITEHNEH FIBRE PACKAGES:**

<input type="checkbox"/> Limitehneh Fibre 2OM	Unlimited	2OM
<input type="checkbox"/> Limitehneh Fibre 3OM	Unlimited	3OM
<input type="checkbox"/> Limitehneh Fibre 4OM	Unlimited	4OM
<input type="checkbox"/> Limitehneh Fibre 5OM	Unlimited	5OM
<input type="checkbox"/> Limitehneh Fibre 6OM	Unlimited	6OM
<input type="checkbox"/> Limitehneh Fibre 1OOM	Unlimited	1OOM
<input type="checkbox"/> Limitehneh Fibre 2OOM	Unlimited	2OOM
<input type="checkbox"/> Limitehneh Fibre 4OOM	Unlimited	4OOM
<input type="checkbox"/> Limitehneh Fibre 1G	Unlimited	1G

**BUSINESS FIBRE PACKAGES:**

Packages	Fair Usage Allowance	Speed
<input type="checkbox"/> Biz Fibre 15M	5OGB	15M

**BIZ LIMITEHNEH FIBRE PACKAGES:**

<input type="checkbox"/> Biz Limitehneh 3OM***	Unlimited	3OM
<input type="checkbox"/> Biz Limitehneh 5OM***	Unlimited	5OM
<input type="checkbox"/> Biz Limitehneh 10OM***	Unlimited	10OM
<input type="checkbox"/> Biz Limitehneh 50OM***	Unlimited	50OM
<input type="checkbox"/> Biz Limitehneh 1GBPS***	Unlimited	1G

**ADD-ONS:**

**ADDITIONAL SERVICES:**

- Free Router     Own Router  
 Buy Router

**ONT Monthly Installment Plan**

- 1 Month     6 Months     12 Months  
 18 Months

**Buy Orange Box - Wifi Mesh**

- 1 Pack (≈70/month)     2 Pack (≈110/month)     3 Pack (≈170/month)

\* Speed will be reduced to upto 2Mbps once FUA (Fair Usage Allowance) is exhausted, however there will be no extra charges for additional usage.  
 \*\* Speed will be reduced to upto 5Mbps once FUA (Fair Usage Allowance) is exhausted, however there will be no extra charges for additional usage.  
 \*\*\* Speed will be reduced to upto 15Mbps once FUA (Fair Usage Allowance) is exhausted, however there will be no extra charges for additional usage.

**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.

BILLING OPTIONS

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 \_\_\_\_\_

DECLARATION & SIGNATURE

I/We have read and accepted **Dhiraagu General Terms and Conditions** related to the service/s requested. (To be signed by applicant)

- The "Promotion": (a) The Router /ONT ("Device") is provided free of charge subject to an early termination fee of \$1,000 ("Exit Charge") which shall become payable immediately if the service requested by you in this application form ("Service") becomes inactive (including suspension, disconnection or termination) for any reason, within 12 months from the service start date ("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 services(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 and/or disconnection of Service by the customer is restricted.
- You understand that the risk of the Device shall pass to you upon delivery of the Device. The title and ownership shall be transferred 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 Raajjeye Gulhun PLC Terms and Conditions.

**Note:** 1. Required Documents:

- Maldivian: Valid National ID
  - Foreigners: Valid and Non-Expired Work Permit
2. Non-Maldivians are required to pay a deposit.
3. 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)

\_\_\_\_\_  
Present Owner's Signature

\_\_\_\_\_  
For Companies, Authorized Signatory (Name and ID No)

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