



# 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.) \_\_\_\_\_

**Home Package:**

Packages	Monthly Allowance	Speed
<input type="checkbox"/> Broadband 4M Basic	Unlimited*	4M
<input type="checkbox"/> Broadband 4M Standard	Unlimited*	4M
<input type="checkbox"/> Broadband 4M Plus	Unlimited*	4M
<input type="checkbox"/> Broadband 4M Premium	Unlimited*	4M
<input type="checkbox"/> Broadband 10M Plus	Unlimited*	10M
<input type="checkbox"/> Broadband 10M Premium	Unlimited*	10M
<input type="checkbox"/> Broadband 15M	Unlimited*	15M

**Additional Services**

- Buy Modem     Buy Router
- Parental Control (MVR25 Per month)

\*Upon exhaustion of fair usage allowance, speed will be reduced to 512k until end of the month. No extra charges will apply.

**Fiber Package:**

Packages	Monthly Allowance	Speed	Packages	Monthly Allowance	Speed
<input type="checkbox"/> Fiber 5M Basic	Unlimited*	5M	<input type="checkbox"/> Fiber 10M Premium	Unlimited*	10M
<input type="checkbox"/> Fiber 5M Standard	Unlimited*	5M	<input type="checkbox"/> Fiber 15M	Unlimited*	15M
<input type="checkbox"/> Fiber 5M Plus	Unlimited*	5M	<input type="checkbox"/> Fiber 25M	Unlimited*	25M
<input type="checkbox"/> Fiber 5M Premium	Unlimited*	5M	<input type="checkbox"/> Fiber 50M	Unlimited*	50M
<input type="checkbox"/> Fiber 10M Plus	Unlimited*	10M	<input type="checkbox"/> Fiber 100M	Unlimited*	100M

\*Upon exhaustion of fair usage allowance, speed will be reduced to 1M until end of the month. No extra charges will apply.

**Business Package:**

Broadband Unlimited Packages		
	Allowance	Speed
<input type="checkbox"/> Biz Basic 5M*	Unlimited*	5M
<input type="checkbox"/> Biz Standard 5M*	Unlimited*	5M
<input type="checkbox"/> Biz Pro 5M*	Unlimited*	5M
<input type="checkbox"/> Biz Pro 10M*	Unlimited*	10M

Fibre Unlimited Packages		
	Allowance	Speed
<input type="checkbox"/> Biz Fibre Basic 5M	Unlimited*	5M
<input type="checkbox"/> Biz Fibre Standard 5M	Unlimited*	5M
<input type="checkbox"/> Biz Fibre Pro 5M	Unlimited*	5M
<input type="checkbox"/> Biz Fibre 10M	Unlimited*	10M
<input type="checkbox"/> Biz Fibre 50M	Unlimited*	50M
<input type="checkbox"/> Biz Fibre 100M	Unlimited*	100M
<input type="checkbox"/> Biz Fibre Unlimited 10M	Unlimited*	10M

**Additional Services**

- Buy Modem     Buy Router
- Fixed IP
- Webhosting starter package (FREE)  
(Includes 10 email address, Domain and 1GB web space under your domain)

\*Upon exhaustion of fair usage allowance, speed will be reduced to 512k on Broadband Packages and to 1M on Fibre Packages & Biz Pro 10M, until end of the month. No extra charges will apply.

Please state your required Domain name

Option 1: \_\_\_\_\_

Option 2: \_\_\_\_\_

**Additional Services**

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

**Note:**

1. 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.
2. 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: \_\_\_\_\_

I/We have read and accept Dhivehi Raajjeyge Gulhun PLC Terms and conditions related to the service/s requested.

\_\_\_\_\_  
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
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- Note:
1. A valid ID card for Maldivians and the Passport and Work visa for non Maldivians is required with applications.
  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).