



Essential Information for Broadband Internet Customer

We thank you – our valued customer for subscribing to our broadband Internet service! This leaflet provides information essential to utilize most out of your subscription.

Service Activation Time

Broadband Internet service activation will take on average about 3 hours after your application time. However, we will try to activate it as soon we can. You will be contacted by our support staff in order to facilitate the service activation.

Optimizing Broadband Internet Use

Data quota allotted to your subscription accounts your every Internet activity and not only uploads and downloads of files. This means the data quota will include but not limited to: browsing of websites, chatting (both texts & voice), downloading/uploading of files (documents, music, movies, etc.), sending/receiving emails and attachments, etc. Therefore, please refrain from unnecessary Internet activities which will consume your quota and cost you more.

Billing & Renewal

Prepaid Package: Your account will expire whichever - a 30-days cycle (Note: This is 30 days cycle starting from your application or renewal date and not the calendar month) or exhaustion of data quota occurs first, until the next renewal. If you have data quota left and your 30-days cycle is about to end, renew your account prior to the expiry date in order to have remaining quota carried-over and credited to your renewal. Otherwise, you will lose out the balance. DrukNet will also send you email to alert you of your expiry date. So, please ensure you enter your email address in the application form or provide us in any way you prefer.

Postpaid Package: Customer pays upfront for the calendar month's subscription, but can continue to use account within the calendar month even after the quota limit has been exhausted. A charge (Nu. 0.19 per MB) for the additional usage applies. You will be billed at the end of calendar month at least for the subscription plus additional usage if any. The expiry date is end of the calendar month and no remaining balance is credited to the following month on renewal.

Monthly Rental

A calendar monthly rental charge of NU 25 will apply whether a customer uses fixed telephone line service and/or only broadband. This nominal charge is to cover our operation and maintenance of fixed line telephone wire infrastructure.

Managing Broadband Account & Usage

You can monitor and control your broadband Internet usage; renew prepaid (only) account using broadband prepaid card, check renewal and expiry date, and also change broadband account password from the following link. Use your broadband login name and password (for Pin Code) to log in:

<http://korila.druknet.bt:8080/ispbilling/customer>

[Disclaimer: Information contained in this leaflet serves only as a guide and is also subjected to updates and modifications. The latest version can be downloaded from <http://www.druknet.bt/forms/bb-essential-info.pdf>]

ENJOY DRUKNET'S HIGH SPEED BROADBAND INTERNET!!!