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BHUTAN TELECOM LIMITED

Western Region, Gasa

BTL/WR/GASA/04/2024/ 91

Date: 02/08/2024

To,
The Dasho Dzungda.
Dzongkhag Administration.
Gasa Dzongkhag.

Subject: Technology upgrade for fixed line service

Respected Dasho,

Greetings from Bhutan Telecom!

At the outset, we would like to take this opportunity to thank you for choosing BT service. We value your trust and confidence in us and sincerely appreciate your loyalty. We look forward to continue serving you in the years ahead.

We would also like to take this opportunity to inform you that as part of our continued efforts to keep modernizing our technologies to be able to serve our customers better, we are in the process of upgrading some of our obsolete fixed line technologies. Despite all the efforts, we have been experiencing constant quality issues with the fixed voice and internet services delivered through these obsolete technologies. With the upgraded technology, we are confident that we will be able to meet the expectations of our valued customers.

We however regret to inform you that with the upgraded technology, it would not be feasible to reuse the existing customer premise equipment (CPE) such as the DSL broadband modems. We would like to request our customers to kindly replace the obsolete CPEs with a new Optical Network Terminal (ONT) and take advantage of the high-speed internet connectivity that it enables. Besides, the high-speed data connectivity feature, the ONT also supports all 3 of BT's fixed line services: leased line, broadband and voice. Customers can choose to have just leased line or broadband or voice or combination of these 3 fixed services running on the ONT simultaneously.

As highlighted above, with the upgraded technology, it would not be feasible for BT to continue offering the fixed line services on the existing CPEs. To be able to serve you better, we would like to request you to upgrade your existing CPEs with our new ONTs. The ONTs are available in our customer service counters @ Nu. 4010/- (Four Thousand Ten).

Registered Office: Drophen Lam 2/28, Post Box 134, Thimphu 11001, Bhutan.

Tel: (975)-2-343434




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BHUTAN TELECOM LIMITED

Western Region, Gasa

We reaffirm our commitment to serve you better in the years ahead, and for us to be at your service at all times, we would like to solicit your kind cooperation in this technology upgrade that BT is currently implementing. We sincerely regret the inconvenience caused by our fixed line technology upgrade.

Thank you for choosing BT service.

Sincerely Yours,


Incharge
(Wang Dorji Singer) **Bhutan Telecom**
Gasa : Bhutan
Incharge
Gasa BTL
Western Region.

CC:

1. The Regional Office Gasa Dzongkhag for kind information
2. The CEO, BTL Thimphu for his kind information.
3. The Directors, BTL Thimphu for information.
4. The GM, Operations, BTL Thimphu for information.
5. The Regional Director, Western Region Thimphu for information
6. Senior Manager Punakha for information.
7. Office Copy.