

Schedule of Charges

Charge/ Cost Name	Cost In BDT	Measures / Case	NOTE / Process
Device Cost	-	Per Device	<ul style="list-style-type: none"> See (www.dupn.com/shop)
Installation	500	Per Device Per Installation	<ul style="list-style-type: none"> FREE If User come to Dupno Service Point
Uninstallation	500	Per Device Per Installation	<ul style="list-style-type: none"> FREE If User come to Dupno Service Point
Device Transfer Charge	1000	Per Case (uninstallation and Installation) <ul style="list-style-type: none"> FREE at Dupno Service Point. 	<ul style="list-style-type: none"> Device uninstallation from users existing vehicle and installation to another vehicle on user location within Dhaka City Corporation. FREE If User come to Dupno Service Point If any accessories like cable, microphone, relay etc. additional cost will be provided by the user. Only Device Transfer Charge is FREE If User come to Dupno Service Point. For installation to another vehicle required to submit vehicle all documents like insurance , registration , tax token
Reactivation Charge	1000	Per Tracker Device. If Device is expire / inactive more the 90days.	<ul style="list-style-type: none"> If Device is expire / inactive more the 90days. At least one month subscription / service charge applicable alone with reactivation charge. After Payment Service activation might be delay if SIM / Device functionally inactive last 90 days and in such case physical servicing might be required.
Change of User / ID/ Account	1000	Charge is for Per ID request If the new / change user-id is required for any tracker device which exists under a user ID.	<ul style="list-style-type: none"> For change / new user id all required documents like (NID/ Passport / Proof of Vehicle ownership) have to submit by email support@dupno.com / Whatsapp +8801700787000 Verification and approval is required by the existing user. Process might be required 3 working days Existing user id will be deleted forever from the system and new user id will be activated
Child / Sub User Id	500	Charge is for Per New Child / Sub ID request under	<ul style="list-style-type: none"> Child/ Sub User ID is applicable only for corporate users only. Additional information might be required to create a new id

		the existing main / master user ID.	<ul style="list-style-type: none"> Child/ Sub User ID is non-communication user id so if Child/ Sub User ID required any information must have to refer master / main user ID otherwise any information will not through during hotline support. Master user id will be remain same and will not delete form system If master id is deleted then all child id will be deleted automatically.
Change Of information	FREE	ALLTIME	<ul style="list-style-type: none"> For change of information required documents like (NID/ Passport / Proof of Vehicle ownership) have to submit by email support@dupno.com / Whatsapp +8801700787000 Verification and approval is required by the existing user. Process might be required 3 working days
Servicing	FREE*	Servicing Is FREE in case of outdoor Public transport cost is applicable	<ul style="list-style-type: none"> Any Kind of outdoor (on customer location)/ indoor (on Dupno service point) is free For outdoor (on customer location) servicing Public transport cost is applicable. For outdoor (on customer location) servicing required to take schedule through hotline or self-care Process might be required 3 working days depending on volume and location.
Tracking Subscriptions	SLA (service-level agreement)	Per Month	<ul style="list-style-type: none"> Advance / Prepaid Basis Amount depend on device and service taken under the SLA (service-level agreement)AL

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