

THURAYA DSL – CONTRACT (and service activation request)



SUBSCRIBER INFORMATION			
Organization / Company - NAME			
Customer Purchase / Request Reference			
Phone (include dial codes)			
Primary Contact Name & Email address			
ACCOUNTS / BILLING INFORMATION			
How would you like to receive bills? – Please select one format			
Invoices / Bills to be Sent to?	Name:		Designation:
	Email :		Phone no:
Finance / Accounts contact <i>Responsible for payments</i>	Name:		Designation:
	Email:		Phone no:
Physical Location:			
Postal Address:			

Kindly activate the following post paid Sim card(s) as follows and Bill as above.

Sim Card Serial Number (as appearing on the back of the sim card)	Select Package <i>- If a correct service plan is not selected, the sim card will not be activated - Activation chargers and Monthly subscription charges vary for the services and/or optional services requested, please refer to the service charge schedule for more details</i>	User Details	Alerts and Limits
		Own Reference <i>Name of end user / Project ID</i>	Usage Limit* <i>This is the limit at which the sim card will be suspended, alerts will be sent when usage is at 80% of this limit MB's</i>
1)			
2)			
3)			
4)			
5)			

- If you are already Indigo Telecom Ltd.'s Customer, please provide your IT Customer ID for quick processing of this application.
- The initial term of the contract is dependent on the bundle / service selected – refer to Indigo's Thuraya Data terminal air time charge schedule for details
- Early termination penalties apply if contract is terminated prematurely
- *Alert level must be indicated in Megabytes, and emails will be sent to the person indicated above for receipt of Invoices and bills
- The customer is responsible for all usage and fees for the sim card
- IP based services are billed in MB's –(1,048,576 Bytes)
- Minimum billing increment is 100 Kilobytes charged per 12 hour session
- Duration based services (voice calls, streaming etc.) is billed based on actual usage time
- Minimum increment for all duration based traffic is 60 seconds after the first 60 seconds
- Detailed terms and conditions are availed on request and are available on our website
- *Usage Limits – are enforced by an automatic monitoring system and are subject to availability of the same from the provider. This is not a replacement for Pre-Paid services and actual usage may exceed the requested or set limit.

I/We (the customer) understand and agree to **pay all traffic and monthly fees** associated with the above sim(s). I/We also understand that delinquent accounts will result in a finance charge of **2% per month** on overdue outstanding amounts, and may result in the suspension and/or deactivation of the account.

Name:	I, the undersigned, being an authorized representative of Subscriber and intending to be legally bound, agree and accept the terms and conditions of this agreement
Designation of the Signatory:	
Date:	
<i>Signature and Company Stamp / Seal</i>	
<p>To activate the SERVICE and accept Indigo Telecom Ltd.'s terms and conditions</p> <p>Email the complete SIGNED copy to activate@indigo.co.ke or FAX to +254 20 3876886</p> <p><i>Both parties hereby agree that a photocopied or facsimile or machine transmitted copy of this Agreement, including signatures, shall be as enforceable as a fully executed original.</i></p>	

Usual processing time for ACTIVATIONS is 24 WORKING HOURS from receipt of a properly completed form and credit approval. To check on the status of your request please contact credit.control@indigo.co.ke - Activation details are automatically sent to the email addresses provided above. DELAYS will result if requested details are incomplete.

Official use only:

Check on completeness and verify supplied details Invoice No: _____ Subscriptions: Monthly / Advance – Paid till ? Activation Fee: <i>Attach copy of sim card(s)</i>	Confirm details, check account history and approval of credit limit SERA Bill to code: Deposit Paid:	Activated on: MSISDN Numbers: 1. 2. 3. 4. 5.
--	--	--

Sales Department

Credit Control Department

ICT Department

INDIGO TELECOM LTD (IT)
Nairobi Business Park – Unit B, 2nd Floor,
Next to Ngong Race Course, Ngong Road, Nairobi, KENYA.

P. O. Box 1063 – 00502, Nairobi Kenya.
Tel: +254 – 20 – 3876805 / 6 / 7 / 8
Email: talk2us@indigotelecom.com