

THURAYA IP – 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 sim – 18 digit number, ICC-ID)	Select Package - 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	Optional Services		User Details Own Reference (end user name / Project ID)	Alerts and Limits Usage Limit* 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
		Public IP	Streaming Services Indicate Max Speed (kpps)		
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 air time charge schedule for exact 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 and/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:	
Signature and Company Stamp / Seal	
To activate the SERVICE and accept Indigo Telecom Ltd.'s terms and conditions	
Email the complete SIGNED copy to activate@indigo.co.ke or FAX to +254 20 3876886	
<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>	

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: Attach copy of sim card(s)	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