

## Dedicated Internet/Data Order Form and Contract

Contract No.	
--------------	--

I. Details	
I.I Company details	
Company Name	
Address	
City	Municipality
Tel	Fax
Email	
VAT	
1.2 Technical contact (must be available 24x7)	
Name	Email
Tel	Mobile
1.3 Admin contact	
Name	Email
Tel	Mobile
1.4 Account Contact	
Name	Email
Tel	Mobile
1.5 Installation address	
Address	
City	Municipality
Tel	Fax
Email	

2.2 Billing (the first quarter is payable in advance)	
monthly	<input type="checkbox"/>
quarterly	<input type="checkbox"/>
annually	<input type="checkbox"/>
2.3 Domain name services	
With your Internet connection you can host one domain name for free. Please tick the box if you wish to host your domain name with Zantel.	
	<input type="checkbox"/>
Domain Registration (New)US\$100	<input type="checkbox"/>
Already registered domain	<input type="checkbox"/>
Preferred domain _____	
User account for virtual mail hosting (10), _____	
_____	
_____	
_____	
2.4 Any special installation instructions? (health & safety, access or services requirements)	
2.5 We confirm that UPS power (13 amp/240 volt power socket) is reserved within 2 meters of the installation point	
	<input type="checkbox"/>
3 Attachments Required	
Please refer to the attached page for the documents required for the application to be processed.	

2 Internet Connection Details	
2.1 Service details (please tick your intended options; if you have any questions please contact Zantel sales team)	
2.I.I Internet Connection Speed	
Choose your total Bandwidth for your selected Internet connection	
256 Kbps	<input type="checkbox"/>
512 Kbps	<input type="checkbox"/>
1 Mbps	<input type="checkbox"/>
2 Mbps	<input type="checkbox"/>
3 Mbps	<input type="checkbox"/>
4 Mbps	<input type="checkbox"/>
_____	<input type="checkbox"/>

4 Data	
256 Kbps	<input type="checkbox"/>
512 Kbps	<input type="checkbox"/>
1 Mbps	<input type="checkbox"/>
2 Mbps	<input type="checkbox"/>
EVDO VPN	<input type="checkbox"/>

**I. DEFINITIONS**

For the purpose of this Contract-

- a. Zantel means Zanzibar Telecom Ltd.
- b. The term Client is as per the section 1.1 on the Contract
- c. The term Connection refers to Internet/Data connectivity provided by Zantel to the Client.

**2. EXTENT OF CONTRACT.** No conditions other than those specifically set forth in this Contract shall be deemed to be incorporated unless otherwise confirmed in writing.

**3. GENERAL CLAUSES**

(a) The Connection consists of the Internet/Data connectivity provided by Zantel, terminating on a Network Termination Unit NTU.

(b) Usage of system resources and bandwidth by the Client via the connection is subject to laws of Tanzania, and the Client will not put the resources to illegal use or bring disrepute to Zantel or its affiliates. Should the Client continue to permit such illegal and disreputable use, Zantel may suspend or discontinue the service until such time that proper use of the service is assured. During this time the client will be liable for the full cost of normal recurring charges during the suspension period. The Client agrees to fully indemnify Zantel for all claims arising from the actions of the Client.

(c) Zantel shall not be liable for delays or failure in performance in any of these conditions and its commitments when caused as a result of Force Majeure, government interference, or failure by third parties and connected carriers or warehouse services.

(d) Zantel will provide network access between its premises on the service profile chosen in section 2.

(e) Payment is due in full for the first period including VAT, before the use of the connection and the beginning of all billing periods afterwards. Payment default is subject to network suspension, until such time as when the account is paid in full. Any accounts due beyond 30 days are subject to a late fee of 15% per calendar month

(f) A full credit check on the client, proforma invoicing and receipt of first payment must all be satisfied prior to starting any work to deliver the required service.

(g) Zantel may:

(i) Temporarily suspend for the purpose of repair, maintenance or improvement, part or all of Zantel's network.

(ii) Give or update instructions regarding the use of the

connection, which in Zantel's reasonable opinion are necessary in the interests of safety, and to maintain or improve the quality of Zantel's service.

(iii) Vary the technical specifications of the connection for operational reasons. However, Zantel undertakes that prior to carrying out any activities as described above, Zantel will give as much notice as is reasonably practical and Zantel will use all reasonable endeavours to restore service as soon as possible.

(h) Zantel is not liable directly or indirectly for any loss of business, or loss of data which could occur to the Client when operating the Connection.

(i) Zantel reserves the right to refuse service, modify terms prior to delivery of any service or refuse credit terms prior to contracting.

j) If required Zantel can provide technical support to the customer at a rate of US\$20/hour.

**4. PERIOD**

This Contract is signed for a minimum of 12 months from the delivery of the Connection. Renewal of this contract is automatic unless Zantel receives a cancellation notice prior to the date of expiry. However, Zantel reserves the right to renew the Contracts under new terms or not to renew at all.

**5. TERMS**

This Contract is arranged for the period as stated in clause 4 of this section. Payment will be in full before the calendar month of the due month of the period, as agreed. If relocation of the service is required to an alternative address within the same POP, transfer fees apply. If Client relocates to a location where Zantel cannot serve, this Contract will be deemed as terminated and the above cancellation clauses apply.

**6 .ACCEPTANCE OF TERMS**

Please ensure that you have carefully read the clauses above and that you understand them. Sign below to confirm your Agreement to abide by the terms and conditions therein.

6 Signatures

Subscribers signature (please sign here to accept all the order details as correct and accurate and that you accept the terms and conditions as detailed above)

**Signature**

**Date**

Company Seal  
or Stamp

Director

7 Zantel to complete

All costs are exclusive of VAT

Order installation costs (including first quarter)	US \$	Committed SDD (Service Delivery Date) / /
Order equipment costs	US \$	Signed on and behalf of Zantel
Order recurring costs	US \$	
Order total costs (in US Dollars)	US \$	