

1. Telkom Kenya shall provide Services covered by this Service Order Form for the transmission of voice and/or data telecommunications traffic.
2. Unless the Parties otherwise agree in writing, any Service requested by Customer shall be provided by Telkom Kenya for a minimum duration of 1 year from the activation date. If Customer terminates service before the expiry of the minimum period, payment for the remaining period shall remain due in full.
3. Unless the Parties otherwise agree in writing, Telkom Kenya shall bill Customer according to Section 6 of this Service Order Form. No accounting and revenue settlement process between the Parties shall be required.
4. Unless the Parties otherwise agree in writing, Telkom Kenya shall bill Customer quarterly for Services provided within the month. No accounting and revenue settlement process between the Parties shall be required as all Services provided any time during the month will be billed on a pro-rata basis. In the event of an IRU Service (up-front system), Telkom Kenya shall be entitled to invoice twenty per cent (20%) of the up-front part of the Non-Recurring Charge on the date of signature by both Parties of the relevant Service Order and the remaining eighty per cent (80%) on the Delivery Date of the Service. All payments are done in advance.
5. In the event of early termination, Customer shall pay Telkom Kenya monthly recurring charges that would have become due for each month of the unexpired portion (if any) of the current service term.
6. Service provisioning will conform to the appropriate ITU Recommendations and the SLA.
7. These specific Terms and Conditions will apply to the routes defined in section 3. of this Service Order Form.
8. These specific Terms & Conditions will be in force from the Activation Date and will remain in force for period defined in Section 6 of this Service Order Form.
9. By signing this Service Order Form, Customer hereby agrees to have received, read and accepted the said SLA and General Terms and Conditions Agreement.