

CUSTOMER HANDOVER CERTIFICATE

LIQUID INTELLIGENT TECHNOLOGIES	CUSTOMER/COMPANY NAME: JUBILEE ALLIANZ GENERAL	Date: Thursday, January 30, 2025
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Greetings,
We write to advise you that your order has been completed and it's ready for use.

CIRCUIT DETAILS

Circuit ID	Order No:	LINK DETAILS	BILLING START DATE
LTZ1900599 LTZ3900096 LTZ3900104 LTZ3900097 LTZ3900106 LTZ3900782 LTZ3900105 LTZ3900100 LTZ4900761 LTZ3900098 LTZ4800125 LTZ3900101 LTZ3900099 LTZ3900103	LT-OPP-969379	<ul style="list-style-type: none"> HQ -----100Mbps - Internet HQ -----100Mbps - Data RAHA DC TO HQ -----100Mbps - L2 Morogoro -----10Mbps - Data Tegeta -----10Mbps - Data Dodoma -----10Mbps - Data Viva Tower ----- 10Mbps - Data Zanzibar ----- 10Mbps - Data Quality Centre ----- 10Mbps - Data RAHA DC/SALASALA ---- 30Mbps - L2 Arusha ----- 10Mbps - Data Raha to Salasala -----200Mbps - Recovery link Mwanza ----- 10Mbps - Data Moshi ----- 10Mbps - Data Mbeya ----- 10Mbps - Data 	1 st February 2025

CUSTOMER SIGNOFF

Raha - Liquid Telecom Tanzania will invoice the Customer for each service provided from the Service Commencement Date (above), unless disputed by the Customer in writing within 5 (Five) Business Days of receipt hereof.

RAHA Limited	Client Representative
Name: ALFRED MUSINGI	Name: <i>Mitui Baswa</i>
Title: Service Delivery Manager	Title: <i>Head of IT</i>
Date: Thursday, January 30, 2025	Date: <i>20/2/25</i>
Signature: <i>[Signature]</i>	Signature: <i>[Signature]</i>



* This handover form must be signed by an authorized person on behalf of the customer and stamped*
Should you have any question don't hesitate to contact us

SUPPORT ESCALATION MATRIX

Generals Contacts			Department		E-mail	
			Billing and Accounts Inquiries		accounts@liquidtelecom.co.tz	
			Technical Customer support Inquiries		support@liquidtelecom.co.tz	
			Customer Relations/Upgrade/Contract Inquiries		relations@liquidtelecom.co.tz	
			Sales Inquiries		sales@liquidtelecom.co.tz	
			Billing and Accounts Inquiries		accounts@liquidtelecom.co.tz	
Technical Escalations	Escalation level	Escalation time	Name	Designation	Mobile number	E-mail address
	Level 1	30 min	Helpdesk	Customer Support Team	+255 683 111 222	support@liquidtelecom.co.tz
	Level 2	1 hour	Afka Charles	Head Of Operations	+255 748 502 242	afkacharles@liquidtech.co.tz
Higher	Level 3	2 hours	Zahid Jaffer	Ag.Head of Sales	+255 685 045 567	zahid.jaffer@liquidtech.co.tz
	Level 4	4 hours	Erick Mkinga	Chief Technology Officer	+255 715 282 863	erick.mkinga@liquidtech.co.tz

Thank you for placing your order with RAHA Ltd

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Tanzania Tel: +255 22 2125230; +255 683 111 222; Fax: +255 22 2125231, Email:
noc@liquidtelecom.co.tz; Website: <https://www.liquidtelecom.com/local-offices/country/tanzania>