|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CUSTOMER HANDOVER CERTIFICATE** | | | | | | | | | | | | | |
|  | | | | | **CUSTOMER/COMPANY NAME:**  OPPO AGENICES COMPANY LIMITED | | | | | **Date:** | 2nd May 2025 | | |
| 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** | | |
|  | | | LT-OPP-974203 | | * Endpoint (Central Intercept X Advance) - * Xtream Protection (renew) | | | | | | 1 st May 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: Godwin Makyao Name: Title: Service Delivery Associate Title:  Date: 2nd March 2025 Date:  Signature:  Signature: | | | | | | | | | | | | | |
| \* 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](mailto:accounts@liquidtelecom.co.tz) | | | | |
| Technical Customer support Inquiries | | | | [support@liquidtelecom.co.tz](mailto:support@liquidtelecom.co.tz) | | | | |
| Customer Relations/Upgrade/Contract Inquiries | | | | [relations@liquidtelecom.co.tz](mailto:relations@liquidtelecom.co.tz) | | | | |
| Sales Inquiries | | | | [sales@liquidtelecom.co.tz](mailto:sales@liquidtelecom.co.tz) | | | | |
| Billing and Accounts Inquiries | | | | [accounts@liquidtelecom.co.tz](mailto: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  +255 659 110 066  +255 758 110 055  +255 777 110 066 | | [support@liquidtelecom.co.tz](mailto:support@liquidtelecom.co.tz) | | | |
| Level 2 | | 1 hour | Afka Charles | NOC & SOC Manager | | +255 748 502 242 | | [afkacharles@liquidtech.co.tz](mailto:afkacharles@liquidtelecom.co.tz) | | | |
| Level 3 | | 2 hours | Zaheed Jaffer | Ag Head of Sales | | +255 685 045 567 | | Zaheed.jaffer@liquidtech.co.tz | | | |
| **Higher level Escalations** | | Level 4 | | 4 hours | Erick Mkinga | Chief Technology Officer | | +255 715 282 863 | | eric[k.mkinga@liquidtech.co.tz](mailto:mkinga@liquidtelecom.co.tz) | | | |
| Thank you for placing your order with RAHA Ltd | | | | | | | | | | | | | |

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