Blue Sky

MAX-OW WHOLESALE SERVICE ORDER FORM

24-Month Service Order Form – Wholesale Customer contracts with Blue Sky and manages the End User Relationship

WHOLESALE CUSTOMER AND ORDER INFORMATION						
Wholesale Customer Legal Name: (Contracting Customer)						
Trading As:						
Partner Type:	Wholesale Customer		Dealer purchasing as principal			
Registration Number:						
VAT Number:						
Blue Sky Customer Account Code:						
Registered Business Address:						
Postal Address:						
Authorised Commercial Contact:						
Commercial contact email / telephone:	(e)		(t)			
Billing / Account Contact:						
Billing email / telephone:	(e)		(t)			
Technical / Escalation Contact:						
Technical email / telephone:	(e)		(t)			
Order Type:	New Installation		Upgrade		Downgrade	
	Migration		Relocation		Cancellation	
Wholesale Customer PO / Order Reference:						
MSA Agreement Reference & Date:						
Approved Payment terms / Account reference:						
Blue Sky Sales Representative:						
Approved Technical Scoping Reference:						

The Wholesale Customer identified above is the Customer and payer under this SOF. Complete all applicable order details and approved Wholesale rates before signature.

END-USER INFORMATION		
End User Legal / Organization Name:		
Trading Name / Branch:		
Registration / Organization Reference (if applicable):		
Wholesale End User Account / Site Reference:		
End User authorised site contact:		
Site Contact email / telephone:	(e)	(t)
Alternative technical contact:		
Alternative email / telephone:	(e)	(t)

End User details are required for installation, provisioning and technical support. The End User is not the contracting Customer or payer to Blue Sky under this SOF.

END USER SITE AND INSTALLATION INFORMATION				
Site / Branch Name:				
On-Site Contact Person:				
Email Address:				
Contact Number:				
Physical Installation Address:				
GPS Coordinates:	Latitude			
	Longitude			
*** Premises:**	Owned		Leased	
* If Installation premises is leased, please complete the Landlord Waiver				
Target Go-Live / Required Date:				

TERMINAL AND INSTALLATION RECORD	
Approved terminal model / covered components:	
Serial / Asset reference (complete at installation):	
Agreed replacement value for insurance:	**R 88 714.29**

The Wholesale Customer must secure End User authority, site access and Landlord permission where applicable. The completed installation record identifies the actual covered terminal and components.

CONTRACT AND ORDER RECORD	
Contract Period:	24-Month Contract
Required Attachments	
Approved technical scope	
Site access / Landlord consent where applicable	
Proof of Residence (Installation Address)	

A separate end-user affordability or background-check consent is not part of this SOF. It remains the responsibility of the Wholesale Customer to verify the affordability of their End Users.

MAX-OW WHOLESALE ONCE OFF CHARGES		
Once Off Charges (NRC) Description	**Cost (excl VAT)**	**Tick Selection**
* MAX-OW Site Deployment & Activation: **HL1100 HD**	R 18 857.14	
* MAX-OW Site Deployment & Activation: **HL1120 FD**	R 54 178.57	
Travel @ R 9.00 per km (excl VAT)	R	
Non-Standard Installation:	R	
Health & Safety File	R	
Additional Charges:	R	
TOTAL ONCE OFF CHARGES	**R**	

- **MAX-OW SITE DEPLOYMENT AND ACTIVATION:**
  - This once-off charge covers establishing and activating the MAX-OW service at the nominated End User site, including standard installation, alignment, configuration and testing
  - For this order, work at height is excluded from the bundled deployment charge despite any broader standard installation description in clauses 6.8 to 6.10 of the MAX-OW Terms and Conditions. Site-specific health and safety requirements, additional hardware such as routers, and other non-standard work are also excluded. Additional requirements will be assessed during scoping where reasonably possible and listed in this SOF or a separate quotation for the Wholesale Customer's approval before the work or supply proceeds.
  - **The NRC in this SOF is accepted through the Wholesale Customer's signature; a separate quotation is needed only for additional items outside the agreed package. All price fields must be completed before signature.**

SELECTED MAX-OW SERVICE AND MONTHLY RECURRING CHARGES						
MAX-OW BROADBAND HALF DUPLEX (HD) LAND FIX SERVICES						
Plan / Product Code	MIR Mbps	CIR Mbps	Data	Term	MRC Price (excl VAT)	Tick Selection
** MAX-OW-TFS				24-Months	R 500.00	Compulsory
MAX-OW-50/10/50B (HD)	50/10	N/A	50 GB	24-Months	R 650.60	
MAX-OW-50/10/100B (HD)	50/10	N/A	100 GB	24-Months	R 1 192.77	
MAX-OW-50/10/250B (HD)	50/10	N/A	250 GB	24-Months	R 2 602.41	
MAX-OW-50/10/500B (HD)	50/10	N/A	500 GB	24-Months	R 4 337.35	
MAX-OW-OVERAGE-10 (HD)	*50/10*	*N/A*	*10 GB*		*R 204.55*	
MAX-OW-BOLT ON-50 (HD)	*50/10*	*N/A*	*50 GB*		*R 1 000.00*	
MAX-OW-BOLT ON-500 (HD)	*50/10*	*N/A*	*500 GB*		*R 5 000.00*	

** MAX-OW-Terminal Fault Support

SELECTED MAX-OW SERVICE AND MONTHLY RECURRING CHARGES						
MAX-OW BROADBAND FULL DUPLEX (FD) LAND FIX SERVICES						
Plan / Product Code	MIR Mbps	CIR Mbps	Data	Term	MRC Price (excl VAT)	Tick Selection
** MAX-OW-TFS				24-Months	R 500.00	Compulsory
MAX-OW-100/20/100B (FD)	100/20	N/A	100 GB	24-Months	R 1 734.94	
MAX-OW-100/20/250B (FD)	100/20	N/A	250 GB	24-Months	R 4 012.05	
MAX-OW-100/20/500B (FD)	100/20	N/A	500 GB	24-Months	R 6 831.33	
MAX-OW-100/20/1000B (FD)	100/20	N/A	1 000 GB	24-Months	R 11 385.54	
MAX-OW-OVERAGE-10 (FD)	*100/20*	*N/A*	*10 GB*		*R 255.68*	
MAX-OW-BOLT ON-50 (FD)	*100/20*	*N/A*	*50 GB*		*R 1 250.00*	
MAX-OW-BOLT ON-1000 (FD)	*100/20*	*N/A*	*1 000 GB*		*R 12 000.00*	

** MAX-OW-Terminal Fault Support

SELECTED MAX-OW SERVICE AND MONTHLY RECURRING CHARGES						
MAX-OW ENTERPRISE LAND FIX						
Plan / Product Code	MIR Mbps	CIR Mbps	Data	Term	MRC Price (excl VAT)	Tick Selection
** MAX-OW-TFS				24-Months	R 500.00	Compulsory
MAX-OW-10/2/U3	10/2	2.5/0.5	Unlimited	24-Months	R 7 373.49	
MAX-OW-50/10/U6	50/10	5/1	Unlimited	24-Months	R 14 638.55	
MAX-OW-50/10/U12	50/10	10/2	Unlimited	24-Months	R 29 277.11	
MAX-OW-OVERAGE	*N/A*	*N/A*	*N/A*			
MAX-OW-BOLT ON	*N/A*	*N/A*	*N/A*			

** MAX-OW-Terminal Fault Support

Complete approved net partner rates before signature. No additional MSA or Partner Agreement tiered discount applies to charges under this SOF.

MAX-OW BESPOKE SERVICE – LAND FIXED						
[BESPOKE SERVICE DESCRIPTION]						
MAX-OW BESPOKE ONCE OFF CHARGES						
Once Off Charges (NRC) Description			Cost (excl VAT)			Tick Selection
TOTAL BESPOKE ONCE OFF CHARGES			R			
Plan / Product Code	MIR Mbps	CIR Mbps	Data	Term	MRC Price (excl VAT)	Tick Selection
** MAX-OW-TFS					R 500.00	

** MAX-OW-Terminal Fault Support

MAX-OW BESPOKE SERVICE – COMMS ON THE PAUSE						
[BESPOKE SERVICE DESCRIPTION]						
MAX-OW BESPOKE ONCE OFF CHARGES						
Once Off Charges (NRC) Description			Cost (excl VAT)			Tick Selection
TOTAL BESPOKE ONCE OFF CHARGES			R			
Plan / Product Code	MIR Mbps	CIR Mbps	Data	Term	MRC Price (excl VAT)	Tick Selection
** MAX-OW-TFS					R 500.00	

** MAX-OW-Terminal Fault Support

MAX-OW BESPOKE SERVICE – COMMS ON THE MOVE						
[BESPOKE SERVICE DESCRIPTION]						
MAX-OW BESPOKE ONCE OFF CHARGES						
Once Off Charges (NRC) Description			Cost (excl VAT)			Tick Selection
TOTAL BESPOKE ONCE OFF CHARGES			R			
Plan / Product Code	MIR Mbps	CIR Mbps	Data	Term	MRC Price (excl VAT)	Tick Selection
** MAX-OW-TFS					R 500.00	

** MAX-OW-Terminal Fault Support

WHOLESALE CUSTOMER RELATIONSHIP AND COMMERCIAL TERMS

1. Contracting parties and End User relationship

For this SOF, Customer means the reseller, dealer or wholesale customer identified in Wholesale Customer and Order Information (Wholesale Customer). End User means the Wholesale Customer's customer receiving the service at the nominated site. The Wholesale Customer purchases as principal, not merely as a referral agent. Blue Sky Communications is the supplier (Blue Sky).

The Wholesale Customer manages the commercial relationship with the End User, including its own retail pricing, billing and End User agreement. Blue Sky performs the agreed installation and provides escalated technical support. End User details, direct technical contact and site completion acknowledgements do not make the End User the Customer or payer under this SOF.

2. Partner payment and contract responsibility

MRC means the fixed monthly recurring charge for the selected MAX-OW service plan; the plan, allowances, MIR, CIR and term are recorded in the pricing section. Terminal Fault Support is a separate compulsory monthly charge per covered terminal. NRC means the once-off charges recorded in this SOF or in a separately approved quotation for additional items.

Payment to Blue Sky is not conditional on the Wholesale Customer receiving payment from its End User. End User non-payment, cancellation, closure, relocation or a dispute with the Wholesale Customer does not itself cancel this order or release the Wholesale Customer from its obligations. The Wholesale Customer must submit any requested change or termination through the applicable contractual process. Rights and remedies under the applicable agreement and mandatory law remain available.

Blue Sky invoices the Wholesale Customer on its approved account terms. Partner account opening, credit approval and any debit-order mandate are handled through Wholesale onboarding. End User bank details and affordability documents are not required for the Wholesale Customer's credit assessment. Order acceptance and activation remain subject to approved credit arrangements where applicable.

3. Net wholesale rates and no additional tiered discount

The rates completed in this SOF are the agreed net wholesale rates and already reflect the pricing agreed for this order. No additional tiered or volume-based discount, or tier-linked rebate, under any MSA, Wholesale or Reseller Agreement or discount schedule applies to charges under this SOF. This order-specific exclusion prevails over any inconsistent tiered-discount provision in those documents for these charges. It does not affect service credits expressly provided under the order. All rates are exclusive of VAT unless expressly stated otherwise.

4. Approval of charges and communications

Only the Wholesale Customer's authorised commercial contact or a person expressly authorised by the Wholesale Customer in writing may approve chargeable work, additional data, upgrades, downgrades, relocations, migrations or cancellation. An End User fault report, troubleshooting assistance or site acknowledgement does not authorise additional charges. Blue Sky may contact End User site personnel as needed for installation, testing, access and on-site work, while keeping the Wholesale Customer informed.

5. End User information and authority

The Wholesale Customer must provide complete, accurate End User and site information, maintain current contacts, secure the permissions necessary for the ordered work, and ensure that its End User agreement supports access, equipment care and acceptable use. Each party must meet its applicable data-protection obligations. The Wholesale Customer must have a lawful basis to share the information and ensure the relevant persons are informed of its use by Blue Sky for provisioning, installation and support. The End User relationship remains managed by the Wholesale Customer.

MAX-OW DATA USAGE, OVERAGE & BOLT-ON RULES	
Monthly Data Allowance / Hard Cap:	All MAX-OW Broadband service plans are subject to the Monthly Data Allowance applicable to the selected Service Plan. The Monthly Data Allowance operates as a Hard Cap. Blue Sky monitors data usage and usage notifications will be sent to the nominated contact
Overage Increment & Charge (excl VAT):	10 GB overage increment – charge as reflected in this SOF, based on Full Duplex or Half Duplex
Bolt-on / Additional Data & Charge (excl VAT):	**MAX-OW-BOLT ON-50 (HD):** - Available only on MAX-OW-50/10/50B (HD) and MAX-OW-50/10/100B (HD) **MAX-OW-BOLT ON-500 (HD):** - Available only on MAX-OW-50/10/250B (HD) and MAX-OW-50/10/500B (HD) **MAX-OW-BOLT ON-50 (FD):** - Available only on MAX-OW-100/20/100B (FD) and MAX-OW-100/20/250B (FD) **MAX-OW-BOLT ON-1000 (FD):** - Available only on MAX-OW-100/20/500B (FD) and MAX-OW-100/20/1000B (FD) Charges as reflected in this SOF, based on Full Duplex or Half Duplex
Billing Notes / Approved Commercial Exception:	
Preferred Data Usage Notification Contact Person:	
Email Address:	
Contact Number:	
Overage Rule:	If the Customer reaches or exceeds the Monthly Data Allowance, the Customer may request Blue Sky to load additional data in 10 GB overage increments. Overage charges will be billed in arears.
Bolt-on Request & Activation:	Bolt-on must be requested by the Customer and are subject to the applicable plan eligibility above. Once a valid request has been received and accepted by Blue Sky, the Bolt-on may take up to 24 hours to be loaded / activated, and the service will be hard capped, until the Bolt-on is loaded / activated.
Validity of Additional Data:	Overage and Bolt-on data applies to the current billing cycle only. Any unused additional data expires at the end of the applicable billing cycle and does not carry over.

MAX-OW-TFS – TERMINAL FAULT SUPPORT ADDITIONAL TERMS

These Terminal Fault Support Additional Terms form part of the MAX-OW Service Order Form (SOF) when the 24-month equipment offer and compulsory monthly Terminal Fault Support charge are selected. They apply only to the site and Covered Equipment identified in the SOF and installation record. The Customer accepts these terms by signing the SOF. The SOF records the selected service, site and monthly fee.

1. Scope and term

1.1. These additional Terms cover the MAX-OW user terminal supplied and installed by Blue Sky for the service specified in the SOF, including its antenna or integrated panel, mounting hardware, associated outdoor and indoor units, power supply, cables and connectors (Covered Equipment). The installation record identifies the actual model, components and serial numbers at the site. Coverage ends at the customer-facing Ethernet port of the Blue Sky supplied terminal or indoor unit; the customer LAN, Wi-Fi, routers and third-party devices are excluded.

1.2. Terminal Fault Support starts on the service start date determined in accordance with the SOF and applicable MAX-OW Terms and Conditions and runs for 24 months. The monthly Terminal Fault Support charge stated in the SOF is compulsory for this offer and remains payable during that term. Coverage ends after 24 months unless the parties agree in writing to renew it. These are Terminal Fault Support terms; they do not guarantee satellite network uptime, capacity or throughput.

2. Fault Support included

2.1. Blue Sky will receive and diagnose hardware faults, perform remote checks where possible, arrange a site visit when necessary, and repair or replace Covered Equipment that fails through normal use. Covered parts, reasonable Labour, standard travel and replacement equipment are included in the monthly fee. Blue Sky may use a functional equivalent or better replacement. Removed components belong to Blue Sky

2.2. Fault Support includes corrective realignment and repair of cables and connectors where the failure results from ordinary use or a Blue Sky installation defect. Blue Sky will test the equipment after repair and record the result on the fault ticket. Scheduled preventative visits, relocation and upgrades are excluded, unless expressly stated in the SOF.

3. Fault reporting and response

3.1. The Customer reports a fault to info@blueskysat.com or +27 11 432 0075 and provides the site, contact and access details, symptoms and any available alarm information. Blue Sky issues a ticket number. Faults may be logged by phone at any time, the measured response commitments below apply during Business Hours, being 08h00 to 17h00, Monday to Friday, excluding South African public holidays

Step	Target for a covered hardware fault
Acknowledge:	Within 30 minutes of a fault being logged during Business Hours; within the first hour of the next Business Day for faults logged outside Business Hours
Remote diagnosis	Begin within 1 Business Hour after acknowledgement. Provide a diagnosis or the next action within 2 Business Hours where remote access and fault information are available
Site attendance	Where a site visit is required, arrange dispatch within 8 Business Hours after remote diagnosis. Target arrival is a further 8 Business Hours plus reasonable travel time, subject to safe access and the site location
Repair or replacement	Work to restore the hardware within 4 Business Hours after arrival where the required parts are available. If this is not achievable, advise the customer of the cause, replacement plan and estimated completion time within those 4 Business Hours

3.2. Targets are measured from the time the fault is received and ticketed. Time outside Business Hours, and documented time awaiting site access, customer action, third party facilities, safety clearance or replacement of excluded equipment, is paused for the affected target. Blue Sky will record these periods and updates on the ticket. The site attendance target is an operational target, not a fixed restoration time for remote sites.

4. Customer responsibilities and exclusions

4.1. The Customer will provide safe and timely access, suitable power and earthing, environmental protection and a contact able to assist with tests. The Customer must not move, alter, open or permit an unauthorised party to repair Covered Equipment and must notify Blue Sky promptly of damage, loss or theft. The Customer is responsible for arranging insurance for Covered Equipment against loss, theft, and the excluded damage risks for at least the replacement value of **R 88 714.29**

4.2. The monthly Terminal Fault Support fee does not cover loss or theft; vandalism; accidental or physical damage; deliberate damage, misuse or negligence; damage caused by non-compliant power or earthing, lightning, fire, flood, storm or other weather-related events; unauthorised changes; or faults in third-party equipment or the customer LAN. Normal wear and failures caused by a Blue Sky installation defect remain covered. Blue Sky will explain its findings and obtain the Customer's approval of a quotation before undertaking chargeable work. An excluded incident does not itself trigger a charge without that approval.

5. Service credits and escalation

5.1. If Blue Sky misses an applicable acknowledgement or site attendance target for a covered fault for reasons within its control, the Customer may claim a credit of 10% of that site's monthly Terminal Fault Support fee per missed target, capped at 50% of that fee for the month. The Customer must submit the ticket number and claim within 30 days after the affected month. Credits apply to the Terminal Fault Support fee only; they do not apply to the once-off site deployment and activation charge or connectivity fees. Credits do not remove any rights that cannot lawfully be excluded.

5.2. The Customer may request escalation through Blue Sky if any update or action is overdue. Blue Sky will provide the current escalation contacts at service commencement. The NSC remains responsible for coordinating any appointed service partner.

6. Equipment ownership and end of term

6.1. Covered Equipment remains the property of Blue Sky during the 24-month term. Subject to payment of all amounts due under the SOF and applicable agreement, ownership of the Covered Equipment then installed at the site transfers to the customer at the end of that term. Until transfer, the Customer must take reasonable care of it and permit Blue Sky to remove replaced components.

6.2. These Terminal Fault Support commitments end after 24 months unless renewed in writing. Any manufacturer warranty remaining after ownership transfer will be passed through to the extent transferable. If the service ends early, the SOF and applicable agreement determine payment, removal, return or transfer of Covered Equipment. Early termination does not itself transfer ownership.

7. Relationship with other order terms

7.1. These Additional Terms are incorporated into the signed SOF and apply only to the Terminal Fault Support scope, response targets, exclusions, service credits and ownership of Covered Equipment described here. If these terms conflict with other service level wording on Terminal Fault Support, these Additional Terms govern that subject. The applicable Master Service Agreement and MAX-OW Terms and Conditions govern other matters, including liability, early termination and dispute resolution. Changes to these Additional Terms must be agreed in writing by both parties.

MAX-OW RECURRING SERVICE COMMERCIAL TERMS	
6.	MRC means the fixed monthly recurring charge for the selected MAX-OW Service plan. The applicable plan, allowances, MIR, CIR, price and term are recorded in this Service Order Form. Where the 24-month equipment offer applies, the Terminal Fault Support charge shown in this Service Order Form is a separate, compulsory monthly charge.
7.	Monthly data allowances, where applicable, reset at the end of each billing cycle, and unused allowance does not carry over. Broadband plans operate with a hard cap. Overage and Bolt-on data, charges, eligibility, requirements and activation lead times apply as set out in the Data Usage, Overage and Bolt-on Rules section of this Service Order Form.
8.	The Billing Start Date is determined in accordance with the applicable MAX-OW Terms and Conditions and the accepted order. The once-off MAX-OW Site Deployment and Activation charge is stated in this Service Order Form and covers standard site deployment and activation. Working at heights, site-specific health and safety requirements, additional hardware such as routers, and other non-standard work are excluded from that charge. Where required, these items will be quoted separately for the Customer's approval before the additional work or supply proceeds.
9.	Service activation is subject to completed provisioning information, approved technical scope, site readiness, equipment and network availability, and accredited installer availability.
10.	This Service Order Form is read together with the applicable MAX-OW Terms and Conditions, the Service Description and Service Levels, the Terminal Fault Support Additional Terms included in this Service Order Form where applicable, and the approved scoping document. Any separately approved quotation for items excluded under clause 3 also forms part of the order.

MAX-OW MANDATORY TECHNICAL SCOPING AND APPROVAL						
A scoping session must be completed between Sales, the Customer / End User and Technical (Infrastructure) before the Service Order Form submission. Infrastructure approval confirms that the proposed solution has been scoped for deliverability against the Customer Requirements.						
Scoping Session Date:						
Customer / End User Representative:						
Sales Representative:						
Infrastructure Representative:						
Infrastructure Scope Status:	Approved		Approved with Conditions		Not Approved	
Infrastructure Condition / Notes:						

Landlord's Waiver of Lien Rights In Equipment
And Other Personal Property (if to be installed on a rented property)

To whom it may concern:

Please be advised that the undersigned is the Owner of the premises with an address of:

_____

_____

and described as follows:

_____

_____

(Describe Property or Attach Exhibit of Description)

The premise is presently leased to _____(Lessee or Debtor), pursuant to

lease, dated _____, 20 _____ between the undersigned and the Lessee.

The Landlord grant the Lessee the right to installed or placed the following equipment within the leased premises:

Max-OW LEO Satellite Internet solution comprising of: OneWeb Outdoor Unit, OneWeb Indoor Unit, CPE, Cabling, connectors, and brackets.

The equipment is financed by:_____*, the Creditor.*

The undersigned expressly agrees as follows:

1. The equipment described above shall not become part of the realty but shall remain personal property removable by Creditors and its assignees, provided that any damage occasioned by such removal be repaired by Creditor.
2. The undersigned shall be notified of plans to remove equipment described above and may be physically present upon the actual removal thereof.
3. This Agreement shall be binding on the representatives, successor end assigns of all parties hereto and shall insure to the benefit of the successor in interest of all parties hereto.
4. The Landlord does hereby waive any right to retain or gain possession of any of such equipment on the premises during the term of the lease and until said property shall become the property of the Lessee without liens. After the property and equipment is owned by the Lessees, without Lien, this Landlord's Waiver shall terminate.

SIGNED AT _____

(PLACE) ON THIS _____DAY OF _____ (MONTH) 20_____

_____

SIGNATURE OF LANDLO

MAX-OW IMPORTANT INFORMATION

1. **Submission Requirements**
   - The completed Service Order Form, including the once-off MAX-OW Site Deployment and Activation charge and all applicable monthly charges, must be submitted with the approved Technical Scoping Document at least 14 (fourteen) business days before the requested installation date.
   - An order will only be accepted once all required information and documents have been received and approved.
2. **Installation**
   - Installation dates are subject to accredited installer and equipment availability, site readiness, and completion of technical design and provisioning.
   - Submission of a Service Order Form does not confirm an installation date.
3. **Technical Scoping**
   - All MAX-OW services require a Technical Scoping Document approved by Sales, Infrastructure and the Customer before order acceptance.
   - Changes to the agreed solution may require an amended Service Order Form and Technical Scoping Document and may affect pricing and installation dates.
4. **Customer Responsibilities**
   - The Customer must provide the required site access, access approvals, landlord permission where applicable, suitable power, mounting location and cabling routes.
   - Incomplete or inaccurate information may delay design, provisioning, installation or activation.
5. **Site Deployment and Additional Charges**
   - The once-off MAX-OW Site Deployment and Activation charge stated in this Service Order Form covers standard site deployment and activation.
   - For this Service Order Form, standard site deployment excludes work at height, site-specific health and safety requirements, additional hardware such as routers, and other non-standard work. These items will be quoted separately and require the Customer's approval before the additional work or supply proceeds.
6. **Service Changes and Cancellation**
   - This Service Order Form may be used to request an upgrade, downgrade, relocation, migration or cancellation. The applicable notice periods, effective dates and early termination charges are governed by the MAX-OW Terms and Conditions and the accepted order.
   - Plan changes submitted on or before the 15th of a month will, subject to acceptance and provisioning, take effect at the end of that month. Changes received after the 15th will take effect at the end of the following month.
   - Charges incurred up to the effective date of a change or cancellation remain payable.
7. **Complete Order**
   - This Service Order Form must be read with the approved Technical Scoping Document, the MAX-OW Service Description and Service Levels, and the MAX-OW Terms and Conditions. Where the 24-month equipment offer is selected, the Terminal Fault Support Additional Terms in this Service Order Form also apply.
   - For the selected 24-month equipment offer, the ownership and end-of-term transfer provisions in the Terminal Fault Support Additional Terms apply despite the general equipment ownership wording in clause 8.5 of the MAX-OW Terms and Conditions.
   - A separately approved quotation forms part of the order only for additional items outside the standard site deployment charge.

By signing below, the Customer acknowledges this Important Information, the Service Rules, the recurring service commercial terms and, where applicable, the Terminal Fault Support Additional Terms in this Service Order Form.

CUSTOMER ACCEPTANCE & ORDER AUTHORISATION

By signing this Service Order Form, the Customer confirms that the selected MAX-OW service and approved technical scope reflect its requirements. The Customer accepts the service MRC, the once-off MAX-OW Site Deployment and Activation charge, and, where applicable, the compulsory Terminal Fault Support charge stated in this Service Order Form. The Customer also acknowledges the Important Information and all applicable terms included in or referenced by this Service Order Form, including the Terminal Fault Support Additional Terms.

Customer Name:	
Designation:	
Signature:	
Date:	