

IVR SERVICE REQUEST FORM

Instructions:

- IVR code requests should be sent in every Monday by 1200Hrs.
- IVR codes will be activated by Friday 1700hrs provided comprehensive information is given.
- Form must be duly filled before submission

Date			
Requested By(Name)		Dept.	

Service Provider Information

Company/Organization	
E1 Server Location and Number	

CALLS CHARGED PER MINUTE			
IVR CODE NUMBER	Kshs/MIN	DROP CHARGE	VAT +Excise Duty+ Premium

CALLS CHARGED PER NUMBER			
IVR CODE NUMBER	KSH/PER CALL	DROP CHARGE	VAT +Excise Duty+ Premium

Subscribers To Use Service(Tick where applicable)	
Prepaid	
Postpaid	

Timelines

Date Service Request was submitted	
Proposed date for testing	
Proposed date for commercial launch	

When we come together, **great things happen.**

IVR Tariff Guide

PURPOSE	RANGE ALLOCATED	MONTHLY MAINTENANCE FEE
Premium voice service	0900 620xxx	10,000 + VAT

NB: Customer must have an existing E1 installed to run an IVR service

IVR revenue share matrix

IVR per min				IVR per call			
Rate	Net	PRS	Safaricom	Rate	Net	PRS	Safaricom
5	3.97	75%	25%	5	3.97	80%	20%
10	7.94	75%	25%	10	7.94	80%	20%
15	11.9	75%	25%	15	11.9	80%	20%
20	15.87	75%	25%	20	15.87	80%	20%
25	19.84	75%	25%	25	19.84	75%	25%
30	23.81	70%	30%	30	23.81	75%	25%
40	31.75	70%	30%	40	31.75	75%	25%
50	39.68	70%	30%	50	39.68	70%	30%
60	47.62	55%	45%	60	47.62	60%	40%
70	55.56	55%	45%	70	55.56	50%	50%

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