

**FAQ's**

**FOR**

**Telecom Namibia**

**E-Statement**

### 1. What is the description of service?

An Electronic Statement, aka E-Statement, is Telecom Namibia's monthly invoice or account statement enabling customers to receive monthly telephone bill via email service.

It is the same as the hardcopy account statement you receive via mail.

### 2. What is required in order to receive E-Statements?

The requirements are:

- Internet access
- Adobe Acrobat Reader



- An e-mail account
- Telecom Namibia account number
- Apply for the service

### 3. How do you register/subscribe or obtain the E-Statement?

Visit the Telecom Namibia website at <http://www.telecom.na> and click on the e-statement link at the top of the page. Then follow the steps below.

#### Step 1

E-Statements

Please enter your **Telecom Namibia Account Number**: [What is this?](#)

(If you forgot your account number, please call 1100):

Proceed

## Step 2

### E-Statements

Account Number: **0103848027**

Please provide us with the email address (es) to where you would like us to send your monthly account statements.

All field with a \* need to be completed.

Main Email Address (To): \*

Other Email Address(es) (CC):

  

### Requester's Details:

Title \*

First Name: \*

Last Name: \*

Contact Number: \*

Step 3

## E-Statements

Account Number: **0103848027**



Account Number	Main Email Address (To)	Other Email Address (es) (CC)
<b>0103848027</b>	<b>santis@telecom.na</b>	<b>ascom@iway.na</b>

### 5. What are the benefits to customers?

- **Convenient-** Review your statements and cancelled checks online at anytime—day or night
- **Fast.** E-Statements can be accessed days before a paper statement would arrive in the mail
- **Efficient.** E-Statements contain the same information as a traditional paper statement
- **Secure.** Reduce the risk of statements being lost in the mail
- **Safe.** Your E-Statement is protected by the latest security measures

### 6. What is the pricing?

The service is offered for free.

### 7. When will I receive the E-Statement?

The E-Statement export list are send to the virtual courier on the 14<sup>th</sup> of every month, or the first business day thereafter if the 14<sup>th</sup> fall on a weekend or public holiday.

It is therefore advisable for customers to register for E-Statements before the 10<sup>th</sup> of the month.



The statement will be send via e-mail on a monthly basis after the bill run.

**8. What should I when my e-mail address changes?**

To change your e-mail address, Enter account number. Click on Edit Details icon.

**9. Will I still receive a paper statement via mail when registered for E-Statements?**

No. Once you register for E-Statements, you will no longer receive hardcopy statements via mail.

**10. What is the purpose of the additional e-mail address?**

Customers can opt to have the statement sent to more than one email address. E.g. manager, secretary, finance department etc.

**11. What should I do when my computer does not recognize E-Statement file type?**

You need to install a current version of Adobe Acrobat Reader on your PC.

**12. How do I cancel the service?**

An application form to cancel the service will be available on the website. Customer must then print out form, complete and submit at the nearest Teleshop.