

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)
0103848027	santis@telecom.na	ascom@iway.na

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 14th of every month, or the first business day thereafter if the 14th fall on a weekend or public holiday.

It is therefore advisable for customers to register for E-Statements before the 10th 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.