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"Only a life lived for others is a life worthwhile."

The above quote from Albert Einstein certainly provides a compelling thought regarding living a worthwhile life. I am sure you would agree, that essentially we all do that in one way or another, whether within our respective family structures or communities and fortunately for us at Telecom Namibia, within our work environment as well.

Our work provides a life-line for others, especially in remote locations to communicate where it would not otherwise be possible. The ability to devote ourselves in all these ways gives us a great sense of satisfaction within our everyday lives.

I have not been at Telecom Namibia long, but I have enjoyed getting to know some of the finest employees in the business with the commitment to deliver service to others - the communities in which we do our business. These are our Telecom heroes who make a genuine effort to respond to the voice of the customer and work hard to improve and maintain our services to ensure greater convenience and peace of mind.

Telecommunications in general promotes a better awareness of society and human life. It helps develop solutions and gather support for causes and problems all over the world, making Earth a little closer and a little safer.

In fact, we can all relate to the motivational drivers that give us the impetus to devote ourselves within our family structures and within our work environments, but the thing that is most interesting is the motivation, drive and commitment of sacrificial giving of time, money or other resources.

John Wesley, a noted English religious leader and founder of the Methodist movement, once wrote.... "Do all the good you can, By all the means you can, In all the ways you can, In all the places you can, At all the times you can, To all the people you can, As long as ever you can."

There are some special people at Telecom Namibia that live this way and "do all they can" within our communities to go above and beyond with their resources by giving of themselves in an exceptional manner.

We hope you enjoy reading this issue.

Best regards

Surihe Gaomas
gaomass@telecom.na



Contents

P2 Going GSM

Telecom Namibia wants to preserve the value of its innovation.

P3 VIP Talk

The CEO of Keetmanshoop Municipality shares about the town's telecommunication needs.

P6 Teletips

Telecommunication services are dependant on power availability.

P8 Street Talk

Leaders and the man-on-the-street share their birthday wishes for Telecom Namibia.

P10 Feature

ICT infrastructure is enabling the future of e-education.

P13 Competition

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Going GSM

Given local and global developments, Telecom Namibia has taken a strategic decision to move to GSM (Global System for Mobile Communications) and to migrate Telecom Namibia CDMA customers to a GSM platform.

According to Senior Manager of Corporate Communications & Public Relations Oiva Angula, all possible efforts are currently being pursued to secure a GSM network.

"At the time when our Company took the decision to rollout the CDMA (Code division multiple access) technology a few years ago, the future prospects for the development of the CDMA technology globally were clear and very promising," Angula said.

He however added that global developments have altered the picture of evolution of CDMA. Besides the absence of a globally established ecosystem for CDMA, it is not the handsets alone but the complete infrastructure (and upgrades) which is expensive in the CDMA family, he maintained.

Angula also said that the Government decision which restricted the Switch Mobile voice products for about 29 months sounded the death knell to any delusion of reviving and growing the product in the market.

"By switching to the GSM standard Telecom Namibia customers will have



Oiva Angula

*Senior Manager:
Corporate Communications
& Public Relations*

access to a larger selection of phones from a variety of dealers, some of who provide repair services for cellular phone gadgets," he added.

"It should be noted that this divestiture is a major milestone in Telecom Namibia's plan to preserve the value of its innovation and know-how while maximising value through the sale of its non-performing assets.

"Once this CDMA to GSM migration is done, this will represent a very positive prospect for our customers, our employees and for many of our other stakeholders," Angula added.

"We remain committed to serving our customers without interruption through this process. As we move forward we will communicate our progress to the greatest extent possible," he further stated.

PABX fraud

A number of businesses in Namibia have been hit lately with PABX (Private Branch Exchange) fraud.

This breach is a result of a PABX system being inadequately protected, and not as a result of a line or network problem on the part of Telecom Namibia. Those who have experienced such fraud should contact their service provider to rectify their PABX systems.

A PABX is a computerised system that manages an internal telephone network. Most PABXs have engineering and maintenance access codes. If these access codes are compromised the attacker will have total control of the system. Usually, the only indication that you will see is a substantial increase in your telephone bill.

Some ways to protect the PABX system are:

- Regularly change voicemail pins. Do not use default passwords such as 1234.
- Disable any call forwarding or outbound call ability from your voicemail ports.
- Cancel any unused voicemail boxes.
- Block all International calls access unless absolutely necessary.
- Block International call access to countries that you don't usually dial.
- Ensure your PABX admin access unit is kept in a secure location.
- Restrict the 'after hours' outgoing call access.
- Disable DISA access unless absolutely necessary.
- Look for heavy call volumes at nights or on weekends and public holidays.

Keetmanshoop's CEO speaks on telecommunications



*Paul Vleermuis
CEO: Keetmanshoop Municipality*

In the main street stands a two-metre tall bronze sculpture depicting a Nama shepherd holding a new-born lamb and a full-grown karakul ram to honour the contribution of sheep to the infrastructural development and the economy of Keetmanshoop, the commercial and administrative hub of the Karas region.

This southern town of about 25,000 inhabitants is the home of Karakul and

mutton for both local and international markets. The Karakul wool is produced here. The same goes for the ostrich skins, feathers and meat. This is supported by the tourism, retail and business services industry.

The town boasts one of the best communications infrastructure in the country. These services are aimed at improving the quality of life of the residents and to promote the economic growth of the town.

The roadways, railways and the aviation network connecting Keetmanshoop to the rest of the country is excellent and very efficient.

"It is amazing how technology has improved over the years. The services offered by Telecom Namibia have only improved over the years. Our municipality uses Telecom's ADSL and it works perfectly."

Chief Executive Officer of the Keetmanshoop Municipality Paul Vleermuis sketched the town's telecommunications successes and challenges and his appreciation towards Telecom Namibia for having served his community's communication needs.

"It is amazing how technology has improved over the years. The services

offered by Telecom Namibia have only improved over the years. Our municipality uses Telecom's ADSL and it works perfectly," the CEO said.

Vleermuis said he was personally impressed with the successful landing of the WACS cable by Telecom Namibia. "It makes me proud to be Namibian when I hear of such achievements," he said.

He said the Keetmanshoop Municipality does not have its own IT department like the City of Windhoek, so they will have to rely on Telecom Namibia's technical personnel to help with IT-related problems.

Though content with the public phone booths' coverage in Keetmanshoop, the CEO pleaded for more phone booths which should be integrated to shops. "We are dealing with the issue of crime in the evening and phone booths can be a very important means of communications," he said.

The soft-spoken Vleermuis further said that he would like to see Telecom Namibia assisting people at SME level and assisting the unemployed.

"I would like to see what is happening in Ivory Coast happen here. There unemployed people have stalls with pay phones where people can pay them to use their phones to make a call," he pointed out.

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Web space	5 MB	5 MB	5 MB	5 MB
Fax2Email numbers	1	1	1	1
Contract period	24	24	24	24
Maximum Speed	3100 kbps	3100 kbps	3100 kbps	3100 kbps
In-bundle monthly	2.2 GB	5.5 GB	10 GB	Unlimited
Monthly charge	289	390	549	999
Standard: Out of bundle usage tariff	50c/MB	50c/MB	50c/MB	N/A
Once-off charge	185	185	185	185

The 5th Telecom Namibia



The Telecom Namibia ICT Summit 2011 is slated to take place at the Safari Hotel & Conference Centre in Windhoek under the theme ***“We have arrived – the globe is linked”***.

Honourable Joël Kaapanda, Minister of Information and Communication Technology is billed to open this prestigious annual national ICT event which starts on 12-14 September 2011.

The three day event brings together

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Internet Usage	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Download Speed (kbps) up to	192	256	384	512	768	1024	1536	2048
Upload Speed (kbps) up to	96	128	128	192	256	384	512	512
Number of Emails	1	2	2	3	3	3	4	4
Web space (MB)	50	50	50	100	100	200	200	200
Fax2Email numbers	1	2	2	3	3	3	4	4
Number of Voice/Fax numbers (Monthly rental included)	2	2	2	4	4	4	4	4
Monthly On-net Voice Minutes (included)	100	100	100	200	200	200	200	200
Monthly Charge	N\$ 1,755	N\$ 3,450	N\$ 5,295	N\$ 7,867	N\$ 11,021	N\$ 16,209	N\$ 26,310	N\$ 36,244

industry analysts, IT executives from all sectors of the public and private life, and leading ICT vendors and service providers for uniquely collaborative discussions on today's pressing telecommunications and IT issues, best practices and the latest tools and technology that will improve the performance of Namibia's social and business sectors.

The Telecom Namibia ICT Summit 2011 will not just focus on cutting edge technologies but will also provide a

platform for the leading ICT technology vendors and service providers as well as for leading telecom companies hailing from Namibia and elsewhere in the region and the world to come together and discuss the challenges and opportunities of a linked global village.

The successful landing of the West Africa Cable System (WACS) on Namibian shores on 8 February 2011 has generated great interest within Namibia, Africa and outside the continent. WACS is a state-

of-the-art submarine cable system that will provide access to a broadband, high speed ICT infrastructure that will be cost effective, sustainable and competitive. In addition, WACS will facilitate national and regional developmental objectives through ICT. These include addressing the ever widening digital divide and the UN Millennium Development Goals. Since it is the first ever cable linking Namibia directly to the global submarine cable networks, the theme for this year's event is, **"We have arrived - the globe is linked."**

Oops is your power out? Sorry, no ring tone then....

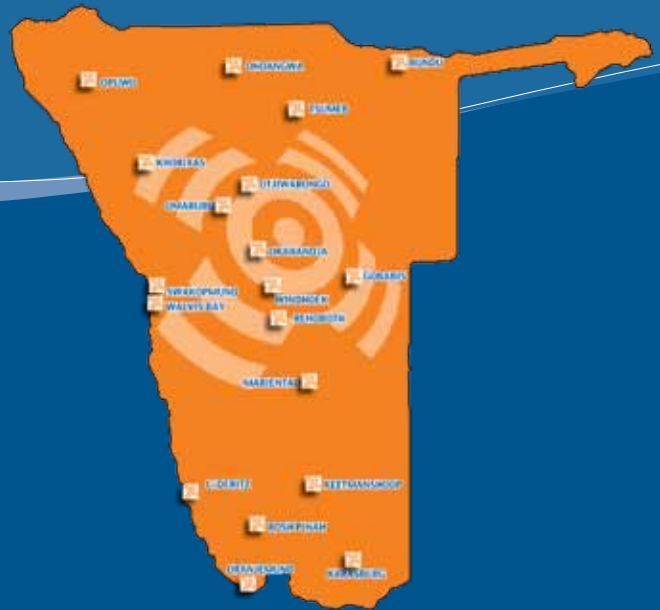


A good number of frustrated Telecom Namibia customers in some parts of the country have been complaining about the disruption in their telecommunication services. In most cases, the disruption in services did not result from telecommunications system failures but were as a result of temporary power failures and disruptions in those areas.

As a service provider, Telecom Namibia tries its best to meet the requirements of our customers in terms of service quality and availability. To that end, Telecom Namibia has put in place a telecommunication network which is modern, well invested, well maintained and has consistently demonstrated impressive reliability.

Telecom Namibia wants all customers to understand that a telecommunication service does not function in the event of power failure or disruption. Should there be an interruption in the power supply to your telecommunication device or at any point in your transmission path, the service will not function until power is restored.

Power disruptions or failures will also prevent dialing to emergency service numbers including any 911 calling feature that may be activated in or accessed by your service.



How to check your balance on your Telecom WiFi Card

You might be wondering how you can find out how much time you have left on your Telecom Namibia WiFi card? Such information is important as it will help you not to be cut off unexpectedly when you browse the internet. Here's a step-by-step guide to help you along:

Step 1

When you log onto the internet with your WiFi card you will find a WEB Portal page where you have to insert the WiFi card's voucher number.

Step 2

On that WEB portal page it tells you how much credit you have available and how many minutes you have left.

Step 3

Every time you revert back to the Web portal page it will tell you how many minutes are available.

The joy of hotspots

The convenience of surfing wirelessly from your hotel room or lobby, whether it be for business or pleasure, is just one of those comforts that any entrepreneur, visitor or traveller cherishes.

In view of this, Telecom Namibia is offering high speed wireless internet through Wi-Fi hotspots at hotels, resorts and lodges countrywide.

One such place is the Nest Hotel at the coastal town of Lüderitz, where clients have the convenience of simply purchasing a Telecom Namibia voucher from the reception to surf the internet in the lobby



Nest Hotel's Room Division Manager Klaudia Hamukwaya is pleased with offering Telecom Namibia's Wi-Space/ Wi-Fi service to its guests.

or any area covered by the Wi-Fi hotspot.

"It keeps me in touch with my clients and speeds up my work. I can say the service is convenient," said independent auditor Varaidzo Chigumbu who has been on business in Lüderitz for a week.

Chigumbu said the benefit of doing business wirelessly eliminates the hassle of having to drive to an internet café while you can simply do it from the comfort of the hotel or lodge where you reside.

"It speeds up my job and I am in touch with my clients, so for me the service is convenient."

According to Nest Hotel's Room Division Manager Klaudia Hamukwaya, most people who make use of this service are not only local business people but travellers and tourists from abroad.

"Most of them are from Germany, France, Italy, Belgium and Britain. Ever since we started offering Telecom Namibia's Wi-Fi service about two years ago, our guests



Surfing wirelessly in the Nest Hotel lobby is independent auditor Varaidzo Chigumbu.

have been telling us that they feel more at home," said Hamukwaya smilingly.

Business people who stay more than two weeks normally buy the N\$100 Wi-Fi internet vouchers while those that depart after a day or two normally get themselves the N\$10 or N\$20 vouchers.

Telecom Namibia currently has Wi-Fi hotspots throughout the country and is continuously growing as the need arises.

Come 2 August 2011, Telecom Namibia will officially celebrate its 19th anniversary of existence - years of sharing its world with its valued customers as leading provider of the latest ICT products and services in Namibia. In view of this, **telewave** took to the streets to get birthday wishes from leaders of regional and local authorities as well as the general public.

CEO of Aranos
Town Council
Niklaas Goraseb



"19 years is definitely a milestone anniversary. In view of this I would like to encourage Telecom Namibia to continue with the good work of ICT provision and expanding network infrastructure countrywide while at the same time keeping abreast with competition. We wish you the best and much more success in the future."

Mayor of Lüderitz
Suzan Ndjaleka



"I wish the entire staff and management of Telecom Namibia strength and wisdom on its 19th anniversary commemoration that it can continue providing the needed ICT services to the people of Namibia in line with our Vision 2030."

Mayor of Karasburg
Caroline Arendse



"I wish you all the best for the years forward. Thank you for the great service. All of the best and continue with the great service. I would not know where we would be without Telecom Namibia."

Hardap Regional
Governor Katrina
Hanse-Himarwa



"19 years of existence is a relatively short period of time, but your achievements are immense. Notable development cannot take place without visionary leadership – and all of you at Telecom Namibia are leaders in your own respective right – from the lowest to the highest position. On your anniversary, I compliment you on all your dimension of service. Telecom should continue advancing!"

Deputy Mayor
Keetmanshoop
Fiina Elago



"In celebrating Telecom Namibia's 19th birthday, I encourage all fellow citizens to use Telecom's products, more especially the internet services because it very affordable. As a nation this is our company and we must support and rally behind it."

CEO of Keetman-
shoop Municipality
Paul Vleermuis



"Well done and good luck. You have matured and you are giving your competitors a run for their money!"



Anna Bennet

"Happy birthday and thumbs up to you Aussie style Telecom Namibia!"



Joseph Puley

Big congratulations Telecom Namibia and thank you very much for the excellent service throughout these 19 years."



Teresia Nghuulikwa

"Happy birthday Telecom Namibia may you be added on with another 19 years of excellent service!"



Jacob Windstaan

"Keep on with the good customer service and providing us with the best ICT service and products!"



Hieronymus Basson

"All the best of wishes for next 19 years Telecom Namibia. Telecom Namibia's ADSL is a superior service we are using here at the Karasburg Town Council. Keep it up!"



Kevin Koopman

"Congratulations Telecom Namibia on your 19th anniversary and keep up the good customer service."



Paul Lethoba

"All the best Telecom Namibia! Thank you very much for your reliable services which are affordable and accessible for the ordinary person. May God bless you to go ahead in sharing your world with us all."

Telecom infrastructure...

Enabling the future of e-education

Very recently the Ministry of Education concluded its national conference on education under the theme 'Collective Delivery on the Education Promise: Improving the Education System for Quality Learning Outcomes and Quality of Life'.

The gathering was a well-intentioned and bold step in an attempt to resuscitate and overhaul the country's entire education system, so that every Namibian child can have access to the right type of education like others are having internationally.

The use of Information and Communication Technology (ICT) in education featured prominently and numerous ICT specific resolutions were taken at the conference.

The quality of education is now intrinsically

linked to ICT. ICT has become the most important educational tool – and vital economic resource, of the present-day. Namibia therefore must shift from depending on the traditional methods and styles in relation to education delivery into acquiring information and knowledge of the modern means which ICT provides.

It is of utmost importance for schools to be well-resourced with ICT facilities so as to encourage teachers to capitalise on technology to expose learners to global information as a tool to make learning more entertaining. This can help to address the shortage of textbooks and other educational materials among learners.

It can be safely said that traditional learning techniques and schools without an e-education framework are on the verge of being consigned to the very history books that they try to teach from. This makes fibre optic networks and broadband key technologies to be promoted by the Government and other stakeholders in the coming years, as part of a comprehensive package of measures and initiatives to catapult



the education system into a future of modernity.

Broadband holds the potential to address issues of educational access and equity of opportunity. Broadband service also provides students in rural Outapi the same online access to these digital resources as students in the heart of Swakopmund. Service providers like Telecom Namibia should be able to offer a range of broadband solutions for schools which are designed to ensure stability and speed without overstressing budgets.

Broadband connections are the building blocks of a digital learning environment, where students and teachers have customizable digital learning resources at their fingertips, instead of one-text-fits-all print materials. Such digital tools greatly extend the quality and variety of materials available to support teaching and learning.

Once the West Africa Cable System

(WACS) capacity is available, true high-speed broadband to schools and other educational institutions will be a reality not only for dedicated Internet access but also for connections to international research networks to enable a greater level of participation from Namibia in global research initiatives.

Vision 2030 entails the creation of a knowledge-based economy. It is essential that both public and private institutions must commit themselves to this goal. For example, private businesses should adopt several schools and help to enhance the learning infrastructure there. There is a dire need to create Knowledge Centres countrywide in order to allow access to educational materials at the grassroots level.

These services are only possible thanks to Telecom Namibia's investment in next generation fixed-line and wireless broadband infrastructure including

fibre optic networks and a powerful SDH backbone network, which is being upgraded to deliver services at 40 Gbps. Telecom Namibia has deployed about 8,000 km fibre networks and a state-of-the-art Internet Protocol/Multi-Protocol Label Switching (IP/MPLS) in the country. The company has 228 digital destinations, with 395 points of presence countrywide. These infrastructure, networks and technologies ensure that education suppliers have access to reliable and high-speed broadband services and empower the future of e-education in this country.

Planning and implementing for this shift towards ICT usage in schools is critical for our education system. The educational sector should undertake a coordinated planning effort with all stakeholders; develop a long-term technology plan that specifically addresses the schools' broadband requirements; and obtain stakeholder commitment to realising these goals.



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Nicolette Kamahene:

'I want to be the best that I can be'

Having quickly climbed the corporate ladder from a contract worker as financial assistant debtor, to supervisor debtor, then financial controller to her current position of Commercial Manager for Karas Business Area, Nicolette Kamahene highly values the work experience she has gained for the past 13 years. In this interview she tells **telewave** that "Telecom Namibia is definitely a smart company to work for."

Tell us briefly about yourself.

I was born in Keetmanshoop, attended primary school in Berseba and matriculated at Suiderlig Senior Secondary School in 1992. I then completed a Bachelor of Commerce at the University of Namibia after which I joined Telecom Namibia.

What do you cherish about Telecom Namibia?

Since Telecom Namibia was my first job, I grew up here and got all my experience here for any future challenges. I started working my way up from the bottom and I have been through all the levels. Telecom Namibia is definitely a smart company to work for.

What is your secret to success?

Hard work, perseverance and excellence. At the end of the day, I want to be the best that I can be!

What are your best work tips?

Start your ideal working day by pre-planning it the day before. Keep your promise of good customer care with your clients and do your work to the best of your ability.

How do you handle stress at work?

First I calm down, analyse the situation and then look for a solution. Never be afraid to ask for help if you are stuck with a problem and pray to God quietly for calmness.

What keeps you motivated?

My family keeps me grounded. My two children, Shahid (15) and Kayla (9) as well as my dear husband Otto Kamahene who helps keep my stress levels down whenever I am anxious or worried.

What do you do for leisure?

Besides spending time with my family, I read a lot of romance and leadership books. The one I am reading now is "7 Habits of Highly Effective People" by Stephen Covey.



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