



telewave

October/November 2010 • No.17



Ultimate
Internet
Combo

Mega10

Unlimited Superfast connectivity ...up to 10Mbps



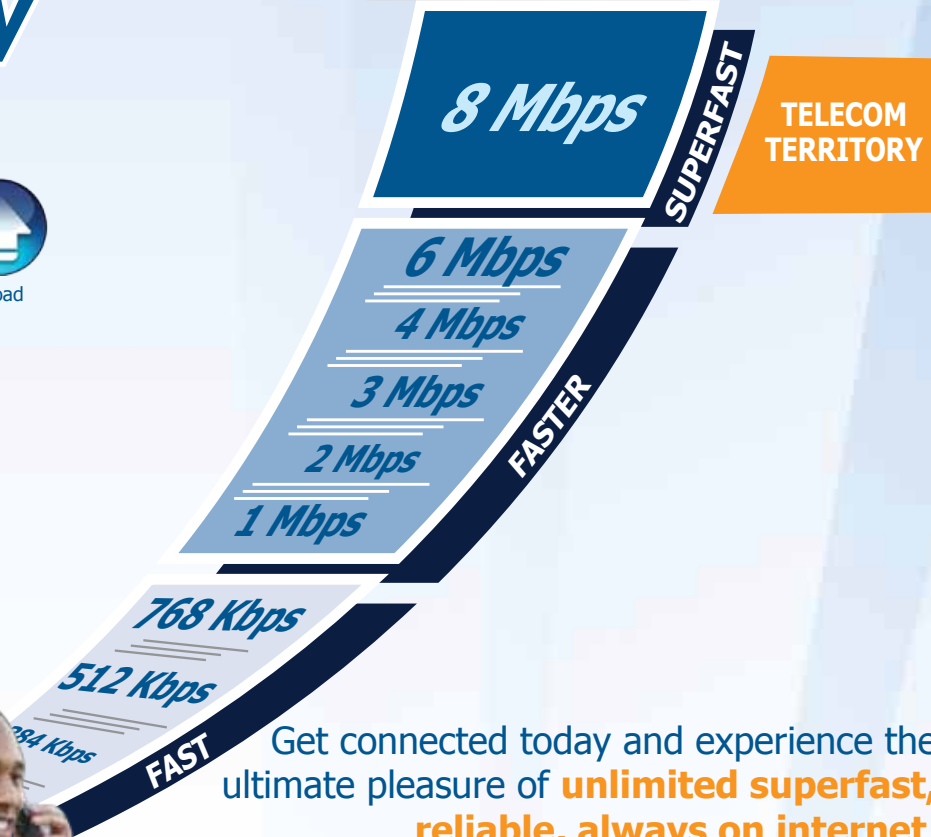
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TELECOM
TERRITORY

Get connected today and experience the ultimate pleasure of **unlimited superfast, reliable, always on internet.**

For more information please visit our nearest Teleshop, call us toll free on 1100 or sms mega10 to 060123.



Go superfast with Mega10

Gosh, it is amazing to see all the positive feedback you are sending to us on facebook about Telecom Namibia's broadband internet offers! In fact, it is really great that you as our valued customers are interacting with us through the social media.

As a company that liberated the internet in Namibia, we are once again leading the way by catering for Namibia's increasing thirst for more speed and data..

Today we continue to lead the market with our latest innovation – the Mega10 – the fastest broadband Internet service in the country. We have deliberately developed this new high-bandwidth product to quench your increasing appetite for fast broadband and online content, including music, online gaming and much more.

We try to build our reputation around delivering speed and value. Our national high-speed broadband network gives you access to fixed broadband speeds as fast as your line can go. That is what Mega10 is all about.

Besides Mega10, we have other high-bandwidth packages on offer (see page 4). We also have other attractive entry level broadband packages for the residential and business customers with unlimited internet usage at a flat rate.

On page 2 we introduce our revolutionary all-in-one internet solution called the 'Ultimate Internet Combo' package, as well as our TalkNet voice flat rate package. The latter is a groundbreaking offer from Telecom Namibia.

Enjoyable reading!

Surihe Gaomas

gaomass@telecom.na



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TalkNet

– a ground breaking fixed voice flat rate package

Telecom Namibia has launched a new flat rate plan on its fixed network to enable new and existing post-paid customers to make free on-net (fixed to fixed and fixed to Switch mobile), off peak and weekend calls from their home telephones.

The new package is promoted under the brand name of 'TalkNet', and is subject to a 12-month contract.

TalkNet is Telecom Namibia's first-ever flat rate fixed voice service priced at just N\$299 per month and offering free and unlimited off-peak calls made on its fixed network and to the Switch mobile network at a fixed price.

Customers can now speak for as long as they want for a flat rate during weekdays (i.e. from 19h00 to 7h00). Calls made during weekends (i.e. the whole of Saturday and Sunday) are also free and unlimited for the TalkNet subscribers.

However, normal call rates will apply for calls made during peak hours from Monday to Friday.

An additional benefit for the customers is a reduced 95 cents per minute rate for calls made to other mobile operators in Namibia. At the same time, normal international call rates will apply in all circumstances.

TalkNet package are free until 30th November 2010, after which a fee of N\$185 is chargeable. Customers without an existing telephone line will be charged the normal installation fee.

The Ultimate Internet Combo

The all-in-one internet solution called the 'Ultimate Internet Combo' package is the latest offering that bundles broadband Internet products with a laptop or personal computer as well as a modem, printer and fixed telephone handset to customers seeking internet services.

The internet combo comes in two different packages:

- *Postpaid Mobile Broadband* with 1.1G download (data only) every month for only N\$589 per month. It comes with a 3G-EVDO USB modem and colour printer, free email address and fax2email number, free cartridge and 500 print papers. A subscriber needs to sign a 24-month contract.
- *Unlimited Internet Access* on our fixed broadband for only N\$771 per month. The customer gets a fixed broadband modem, a fixed telephone handset and colour printer, unlimited Internet usage, free email address and fax2email number, free cartridge and 500 print papers.

The fixed line installation is free until 30 October 2010, with 30 free minutes on-net monthly and Flexicall starter pack. This is subject to a 36-month contract.

This all-in-one package was made possible through a smart partnership between Telecom Namibia with Nam-mic Financial Solutions and Computer Network Development.

In terms of this partnership, Telecom Namibia will provide all internet and other telecommunications products and services to the interested customer, while Nam-mic Financial Solutions provides financing to the end user to purchase the services and Computer Network Development avails the PC's and laptops.

Ringling in new VSAT services, with **UNLIMITED** internet usage.

Fast. Instant access. Reliable. Anywhere. Secure. Flexible. Unlimited usage...

IF THAT is what you are looking for, then Telecom Namibia will help you with your communication needs in any part of Namibia. We offer a full range of VSAT satellite services tailored to fit your individual and business needs.

With our new Gilat's SkyEdge II VSAT system, Telecom Namibia has covered the last mile

– ultimately bringing telecommunication services within the reach of all remotest lodges, farmlands and rural settlements in any part of our beautiful country.

Our VSAT network is able to deliver broadband Internet services to remote areas of Namibia, enabling Namibians and businesses to benefit from email, fast

web searches, streaming video content, e-commerce, and research related to health care, education and so on.

Telecom Namibia's VSAT service offers remote voice, broadband Internet service, fax, video, and data communications to anywhere in Namibia or around the world.

Our new VSAT platform offers a quality service, which is reliable with various broadband packages ranging from 192 kbps to 2048 kbps bundled with email addresses with up to 200 MB web hosting space, Voice/fax numbers & free on-net voice minutes.

Standard Packages (Voice + Data)

Package (Service)	2048k (H/B)	1536k (H/B)	1024k (H/B)	768k (H/B)	512k (H/B)	384k (H/B)	256k (H/B)	192k (H/B)
Usage cap	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Bandwidth speed download (up to) upload(up to)	2048kbps 512 kbps	1536 kbps 512 kbps	1024 kbps 384 kbps	768 kbps 256 kbps	512 kbps 192 kbps	384 kbps 128 kbps	256 kbps 128 kbps	192 kbps 96 kbps

(H: Home user - B: Business user)

- A fee of N\$2,500 is charged per new installation. Installation per additional voice line is N\$255, while rental per additional voice line is N\$83.90 a month. You can also benefit from flexible options.
- Call charges are 85 cents (peak) and 60 cents (off-peak) per minute, both for calling outside/inside an area code on Telecom Namibia network. Normal national off-net as well as international call rates are applicable.

All lodges and farmers on outdated telephone services, please sms the word 'VSAT' to 060 123 for more information on our VSAT packages and options, or call us at 1100 toll free.

New high-speed Internet packages released

Telecom Namibia has released a series of new broadband packages delivering speeds of up to 10Mbps. The new packages will be an addition to the company's extensive residential and business broadband packages which include speeds up to 3Mbps and are now going to be boosted to up to 10 Mbps, the fastest broadband service in Namibia.

The nation's biggest telecommunications company said the new Internet packages would offer customers faster speeds and unlimited Internet usage at affordable rates.

Telecom Namibia's General Manager for Marketing and Sales Amanda Hauuanga announced today the release of four high bandwidth packages with speeds of 4096 kbps, 6144k kbps, 8192 kbps and 10048 kbps respectively.

Targeted at residential, SMEs (Small and Medium Enterprises) and large corporates, the price points for the packages differ depending on the duration of the contract and the selected download speeds. The packages are subject to a 12, 24 or 36-month contract.

The new broadband packages are useful to meet high bandwidth requirements such as online gaming, streaming audio and video, high volume data downloads.

All the high speed broadband come as a packaged solution, pre-bundled with value added services to offer the ultimate experience while surfing the internet.

"We are delighted to offer these new speeds to our customers. The evolution of the internet has resulted in a change of the customer's usage behaviour and such activities have become part of our everyday lives," Hauuanga said.

"In an increasingly digitally convergent world, availability of high internet bandwidth is a primary need and with our new broadband packages we are offering more choice, greater value and an unmatched user experience for our residential and business customers," she concluded.

Besides the new high bandwidth packages, Telecom Namibia also offers attractive entry level broadband packages to residential and the business segment,

with unlimited usage at a flat rate.

Telecom Namibia vows to continue investing in the country's telecommunication infrastructure in order to continue to provide both residential and business customers with ground breaking services and technologies, helping to make the country's Vision 2030 development strategy a reality.

To subscribe to the new high bandwidth package residential customers may visit any Teleshop or call 1100 toll free for more information. Business customers may call their dedicated Account Managers.

In an increasingly digitally convergent world, availability of high internet bandwidth is a primary need



Switchmobile

ONLY
on
Switch

Telecom Namibia's Post
Paid voice customers can
SWITCH ON to our
usage enquiry service,
by sending a blank
sms to 1185

Be part of the
060 Lifestyle

For more information please visit your nearest Teleshop, call us toll free on 1100

Terms and conditions Apply

www.telecom.na

sharing your world

 **telecom**
namibia

New tariffs announced

Telecom Namibia has announced new tariffs for the 2010/11 financial year with effect from 1 October 2010.

International call charges

All international call charges will be kept unchanged. However, a tariffs promotional campaign to selected international destinations will be introduced for a period of 3 months.

Starting from 1 October 2010, Telecom will conduct a three months promotion for both fixed/Switch to fixed and fixed/Switch to mobile calls to international destinations at a flat rate of N\$2.49 per minute. International calls are charged on a per minute basis with an initial call set-up charge of 85 cents.

The promotions includes international destinations such as RSA Mobile (peak), Angola, Germany, Netherlands, Switzerland, Sweden, United Kingdom, USA and the rest of the world.

- The rate for calls to RSA Mobile during off-peak time remains at N\$1.99.
- Call charges to RSA Fixed remain

at N\$1.99 per minute (peak) and N\$1.19 per minute (off-peak).

- Charges for calls destined to neighbouring destination, i.e. Botswana, Lesotho, Swaziland, Mozambique, Malawi, Zambia and Zimbabwe, remain unchanged.

ISDN and Basic Line Rental Charges

ISDN and basic telephone line rental charges will be increased by average 9% from 1 October 2010 for both business and residential customers.

Site sharing & Co-location rental charges

Tariffs for the services will be increased by average 9% from 1 October 2010.

Other tariffs

It is important to note that, except for the above-mentioned adjustments, NO OTHER TARIFFS HAVE BEEN ADJUSTED.



twitter

Follow us on twitter

TelecomNamibia

Customers can enjoy Telecom Namibia's online presence with the latest products, services and campaigns by going onto TelecomNamibia at twitter and click the **follow** button. A simple click of a button will enable you to join Telecom Namibia's online family to get access to information about the company's latest products and services and become possible lucky winners of fabulous online competitions and giveaways!



Follow our blog on Blogspots!

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Customers can enjoy Telecom Namibia's online presence with the latest products, services and campaigns by going onto Telecomnamibia.blogspot.com and click the **follow** button. A simple click of a button enables you to join Telecom Namibia's online family to get access to information about the company's latest products and services and become possible lucky winners of fabulous online competitions and giveaways!

Become a fan on
facebook

Join us on Facebook! Customers can enjoy Telecom Namibia's online presence with the latest products, services and campaigns by clicking on www.facebook.com. A simple click of a button will enable you to join Telecom Namibia's online family to get access to information about the company's latest products and services and become possible lucky winners of fabulous online competitions and giveaways!

Special Low International Call Rates



Destination		Current rate N\$/Minute		Special per minute Rate Effective 1 October 2010 - 31 December 2010	
		Peak	Off-Peak	Peak	Off-Peak
RSA	Mobile	2.99	1.99	2.49	1.99
	Fixed	1.99	1.19	1.99	1.19
Angola	Mobile	3.85	3.25		
	Fixed	3.10	2.60		
Germany, UK & Portugal	Mobile	4.35	3.65		
	Fixed	3.75	3.10		
Netherlands, Sweden, Switzerland, Spain, Australia, France & Kenya	Mobile	4.75	3.80		
	Fixed	4.05	3.25		
USA	Mobile	4.35	3.65		
	Fixed	4.35	3.65		
Rest of the world	Mobile	5.40	4.30		
	Fixed	5.40	4.30		
Botswana, Lesotho, Swaziland, Mozambique, Malawi, Zambia, Zimbabwe	Mobile	2.99	1.99	2.99	1.99
	Fixed	2.20	1.55	2.20	1.55

2.49

Rates are VAT Excl.

Terms and conditions apply

For more information please visit our website at www.telecom.na or call us now toll free on 1100



Mr Appolus Mburumba
Chief Executive Officer,
CENORED

"As you celebrate your 18th anniversary, we at CENORED take cognisance of your giant leap forward in terms of technology provisioning to your customers. With the advent of globalisation and its accompanying world shrinkage, it is technology companies like Telecom Namibia that can make a difference to the country and positively impact on our socio-economic development in a significant way. The introduction and implementation of cutting edge technologies by Telecom Namibia has really put Namibia and its people on par with the developed world. Indeed Telecom Namibia's world-class ICT infrastructure has also played a pivotal role in shrinking CENORED's area of operations, which stretches from Kamanjab in the west to Gobabis in the east, greatly improving our own productivity and customer service. Well done and we look forward to working with Telecom Namibia in the next 18 years to come."

18th anniversary messages from our partners



Advocate John Walters
Ombudsman

"The Namibia Ombudsman and staff wish to congratulate Telecom Namibia on their 18th anniversary. We regard Telecom Namibia as an essential partner in our own service delivery and we could not have succeeded in our quest for excellence had it not been for the support and efficient assistance which we have received from Telecom Namibia over the last 18 years. We trust that we can "share your world" for many years to come!"



**His Worship
Mathew Shikongo**
Mayor of the City of Windhoek

"On behalf of the Council and the entire employees of the City of Windhoek we wish Telecom Namibia a happy 18th anniversary. Telecom Namibia's successful leadership in ICT development as well as the implementation of broadband services and its transition from analogue to digital voice services provided a business environment in which the City of Windhoek succeeds in its vision to enhance the quality of life of all our people. Congratulations!"



Mr Mike Leech
Managing Director
Rössing Uranium Limited

"Rössing Uranium Limited congratulates Telecom Namibia for 18 years of excellence, innovation and reliable service delivery. As a major supplier of Uranium Oxide to world nuclear reactors, we depend on fast, reliable and progressive services and Telecom Namibia has always been there to meet our needs. We wish Telecom Namibia continued success and look forward to continuing our long-term relationship."



Taking broadband to rural Namibia

Hidden in the historic Eros Mountains, a mere 15 kilometers from bustling Windhoek, one finds the Elisenheim Guest Farm.

Here Telecom Namibia has set up a 150 metre long tower and installed a WiMAX base station to provide voice and broadband internet to this part of rural Namibia.

Elisenheim's is only one of the current 58 WiMAX base stations set up by Telecom Namibia to provide faster and reliable internet services in rural areas of the country.

WiMAX, short for Worldwide Interoperability for Microwave Access, is TN's first full internet protocol (IP) access network to connect rural or remote areas with broadband service, something that would be technically, physically or economically difficult to do with cable connections.

"We believe that WiMAX technology is one of the important tools in broadband wireless access technology which will enable TN to

provide highly reliable broadband voice and data access quickly on demand, everywhere and anywhere, within the country," said Milan Daniz, the Planning Engineer in charge of the WiMAX rollout.

Today, many rural Namibians lack access to modern telecoms services, not to speak of internet connection.

The WiMAX rural project is Telecom Namibia's initiative to transform this landscape. "We believe that WiMAX is going to bridge the digital divide between urban and rural areas," Daniz said.

Given the vastness of Namibia and its challenging geographical condition, Telecom Namibia is harnessing WiMAX to provide voice and broadband links to remote areas and to narrow the digital divide. WiMAX is

regarded as a solution to beat the country's vast distances in order to offer better communication services wirelessly to users in rural parts of our country, especially the farming communities, remote lodges and other out-of-the-way rural settlements.

"The technology will provide rural and other hard-to-service areas with better telecommunications services," says Daniz. "However, expanding into rural areas is a challenge, as there is no access to the electricity grid to supply power to base stations," he added.

Telecom Namibia intends to continue rolling out WiMAX coverage to other rural areas in the coming months. Those areas include Solitaire, Klein Waterberg, Otjozondou, Sesriem, Rooiberg, Otjivero, Okondjatu, St Elmo, and others.

Areas with WiMAX service

- Siemenschhof
- Hermanstal
- Klein Omatako
- Maroelaboom
- Kombat
- Reoland
- Epako
- The Glen
- Channel 7 (Windhoek)
- Okaputa
- Otavi
- Nyangana
- Windhoek Central Hospital
- Rocky Crest
- Hardap
- Windhoek NBC
- Midgard Lodge
- Okaparakaha
- Ohangwena
- Otjiberg
- Brukaros
- Gobabis
- Omboroko
- Kapps Farm
- NamPOL (Windhoek)
- Eersterus
- Elisenheim
- Gross Herzog (Windhoek)
- Adrianopel
- Kalkrand
- Omandumba
- Doreen
- Omaere
- Epukiro
- Walvis Bay
- Wilheben
- Blumfelde
- Tamariskia
- Ohorongu
- Rossing Mountain
- Emmabrunn
- Tsumore
- Maltahöhe
- Grootfontein
- Stampriet
- Ruacana
- Outapi
- Lusee
- Kamuchonga
- Katitwe
- Geluk
- Bergquelle
- Affenberg
- Ongauri
- Steinhausen
- Otjinene
- Mbela
- Wilhelmsthal

Customers Testify



Nellius Phillipus

United Nations Development Programme (UNDP): Procurement Officer

"Telecom Namibia's video conferencing facilities are very good. We used it twice for job interview purposes, where we linked with candidates in South Africa, Zambia and USA. The interviews went very well and the outcome was positive. Video conferencing saves you time and money, because it was cheaper than bringing the candidates into the country. I would recommend any organisation to go for Telecom Namibia's offer on video conferencing because it is the best."

Sandra Bamhare

NAMPOST: Company Secretarial Administrator

"The line of communication with video conferencing is very clear. We were able to hold meetings with our staff members in the regions without any problems. Instead of having people travel long distances and worry about logistical issues like accommodation and transport, the video conferencing service at Telecom Namibia assisted us greatly. This is an enormous cost saving that any individual with business acumen would not deny."



Dr Dolores Wolfaardt

Institute of Open Learning (IOL): Managing Director

"Through Telecom Namibia's video conferencing service we could directly link to all six of our IOL regional offices, when we hosted our contact classes through this medium. It was really worthwhile for the students at the end of day as they had the opportunity to be taught directly, ask tutors questions and get the answers immediately. It saves a lot of time, unnecessary misunderstanding, confusion and the correct message is conveyed first hand."

Efaishe Ngiidipaa

MTC: Procurement Manager

"The quality of Telecom Namibia's video conferencing facilities is good both in voice and pictures. You are able to see the person like you are in the same boardroom, although you are kilometers apart. The system works 100% with no interruptions and I felt proud of my country as I had a feeling our suppliers from overseas were expecting interruptions or communication problems to come from our side since we are in Africa, but that did not happen at all."



Addicts find bubble of care at rehab centre

Amid the alienation and indifference of the harsh Namibia reality, an island - stubborn little bubbles of care, tenderness and humanity - exists.



This is Nova Vita - which is Latin for "new life" - situated at 278 Sam Nujoma Drive in Klein Windhoek, where life is quiet but busy for those admitted with the stereotype of the "addict". The facility provides an outstanding multi-professional service at all times for successful treatment of individuals with alcohol or drug dependency.

Started by Telecom Namibia 14 years ago, the award-winning rehab centre initially provided services to company employees only, but is now also open to the public. Though

operating on a modest budget, it is yet still well-maintained and provides a real sense of home.

Nova Vita centre won an international gold medal for excellence in business practice by the Foundation for Excellence in Business Practice. The award embodies acknowledgement and independent valuation of the centre's activity in accordance with high standards of international business.

The centre provides a holistic treatment programme to

people battling with alcohol and substance addiction. Ranging from cocaine to prescription drugs, from alcohol to marijuana, and from one regularly abused substance to several regularly abused substances, the centre offers primary treatment services to detoxify a substance abuser, and then move to subsequent types of treatment and counselling following primary care.

Natalie Bezuidenhout, the centre's manager, is a social worker by profession with the vision of bringing respectful

intervention to families who are in crisis with addiction. Her presence and touch are felt everywhere around the centre.

"They're people in transition, in a process, changing. They are like buds and soon they will open up - if they are given a chance," she says.

Natalie confirmed that one out of six people admitted to Nova Vita is a drug addict. "The hubby is no longer a safer way to chill," she says.

Indeed, all manner of substances are used in search of mysterious highs and ecstasies that can only be described by the user. It is the job of the centre to get to the bottom of these cravings and discover why they exist and ultimately, get rid of them.

"What feels good is seeing the joy on their faces after the treatment," says Natalie.

For more information about Nova Vita Alcohol and Drug Rehabilitation Centre and its services, please call (061) 201 2380 or call 0800 11 12 13 toll free.



Ayesha Tjiueza - Customer Relationship Manager

Dealing with a host of corporate clients is a job Customer Relationship Manager Ayesha Tjiueza loves to do every day at Telecom Namibia. *telewave* spoke to her.

What do you like the most about your job?

I enjoy working with people and going to work every morning is fun as it allows personal connections. The departmental leadership team is great and I have learnt a lot about leadership, teamwork and organisational skills.

What are the three main character traits of the job you do?

You have to be a good communicator who is attentive to detail, be ethical in your service provisioning by displaying integrity traits and always remain calm and dependable.

What is your secret to success?

I am dedicated and enthusiastic about helping my company meet its goals and will provide top quality results with minimal oversight. I regard myself as an outstanding performer who takes pride in my work.

What are your best work tips?

From a service provision perspective, remember that the 'Customer is always King'. Never over-promise or under deliver!

What is your typical work day like?

Amidst all the pre-planning, it changes according to the nature of the customer's request. There are also weekly reports, customer correspondence, visits to customers, site visits and service solution

presentations.

How do you cope with a heavy work load?

A "to-do-list" categorised in activities for the day in order of importance and priority is used in consultation and continuous email communication with my assistant who helps me, as I am not office bound.

What keeps you motivated?

Providing customised service solutions that enhance customer's business operations resulting in more service requests.

Any advice to newcomers in the field?

The field is very challenging and exciting! You need to genuinely have an interest in service delivery. You have to understand what your customer's business operations entail to provide the most efficient service solution that grows the customer's business.

What do you do for fun?

I love socialising with family and friends.

SWITCH COMPETITION

**WIN a brand new Switch Phone
with N\$10 free airtime!**

**Question: Is Telecom Namibia's Mega10 the
fastest internet broadband in the country?**

**SMS Yes or NO to 7000 and stand a
chance to win a Switch Phone!**

**The more you SMS, the more
your chances of winning!**

Closing Date: 22 November 2010



N\$1.00 per SMS

Terms and Conditions: Competition is open to Switch
customers only, excluding Telecom employees.

Fixed Line Voice Package



Enjoy **FREE** calls
everyday (19h00 – 07h00)
Enjoy **FREE** calls
during weekends

*** FREE**
Activation
if you sign up before
30 November
2010

Please contact your nearest Teleshop or call us now toll free on 1100 or sms talknet to 060123

Terms and conditions apply

Residential customers only

Applicable to calls from Fixed to Fixed and Fixed to Switch mobile.
95c per minute to any other network.