

## December 2020

Telecom Namibia Limited is a national telecommunications operator, established in August 1992 and wholly owned by the Government of the Republic of Namibia. Telecom Namibia is functioning as a commercialised company and as a subsidiary of its parent company, Namibia Post and Telecom Holdings Limited.

# Telecom Gives Back

Telecom Namibia remains committed to the social and economic growth and development of the people of Namibia. To that end, the company has invested significantly in various community projects and causes during the last year.

Corporate Social Responsibility (CSR) is an integral part of our corporate culture. As one of the leading ICT service providers in the country, Telecom Namibia actively seeks opportunities to contribute to the upliftment of the people of Namibia. In addition to striving to offer the most advanced telecommunication services to our customers, we actively contribute to the development of the communities within which we operate. Our CSR activities for the this financial year went to slowing down the spread of COVID-19, uplifting education and community development.



### EDUCATION

- Ministry of Education, Arts & Culture (various Public Schools)
  - Hand sanitiser
  - Masks
  - Hands free sanitizing stations
- Chairs and tables for schools in rural areas
- Revamping of computer labs
- Internet connectivity for schools



### COVID-19

- Donation to the Namibian Police towards their national response measures on COVID-19
- COVID-19 Toll free number (0800 100 100)
- COVID-19 WhatsApp number (0851100100)
- Wi-Fi for COVID-19 Quarantine centers
- Internet connectivity for COVID-19 communication center
- COVID-19 Message dissemination on behalf of Ministry of Health



### COMMUNITY

- Twaloloka Fire Victims
- Swakopmund International Trade EXPO
- Economist Businesswoman Project
- Outjo Investment conference
- Tsumeb Copper Festival
- Drones and Internet connectivity for NBC enhanced news coverage
- Water tanks for the Rehoboth informal settlement
- Nkurenkuru Expo
- Kabbe South Community Sport, Zambezi Region

2020 was a year like no other, and the holiday season shall probably be like no other. Telecom Namibia wishes all its stakeholders & clients a wonderful holiday season, as we move into a New Year with renewed focus to adapt to our new normal.

Our sincere thanks for your loyalty and goodwill throughout this difficult year. We couldn't have done it without you. Wishing you and yours the happiest of holidays and much prosperity in the New Year.

We thank you for your patronage. The Board, Management and Staff look forward to be of service to you in the New Year.

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**IN LIGHT OF THE RISING COVID-19 CASES, WE ENCOURAGE CUSTOMERS TO MAKE USE OF THE BELOW ONLINE PLATFORMS:**

#### HOW TO GET PREPAID AIRTIME:

- Via vending machines at various fuel stations and selected dealers (Airtime City, Mobipay, Shoprite, NAMMIC)
- Online banking platform (FNB, Standard Bank)

#### HOW TO CHECK YOUR BALANCE:

- Prepaid and postpaid—send blank sms to 12400 for detailed balance enquiry

#### PAYMENT METHODS ALLOWED VIA:

- Direct debit (please complete form above)
- EFT (Use the 10-digit Telecom account number as reference always)
- Proof of payments must be shared with accountsreceivable@telecom.na

#### FOR QUERIES:

- TN WhatsApp line: +264852111111
- Call Customer Care Centre on 11000, 24/7
- Send an email to [contactus@telecom.na](mailto:contactus@telecom.na)

### COVID-19 Precautionary Measures



Wear a mask whenever you leave your house



Wash your hands often with soap and water for at least 20 seconds.



Practice social distancing by keeping a distance of about one and a half meters from others.



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