

### TELECOM NAMIBIA DONATES OVER A MILLION IN FIGHT AGAINST COVID-19

The COVID-19 global pandemic is a defining health crisis and one of the greatest challenges of our time. Telecom Namibia has joined various corporates and business leaders in assisting to fight the pandemic by providing significant and much-needed support to the Namibian government by supplying relief materials, ICT Infrastructure, communications needs and financial support.

Telecom Namibia is committed to assisting the government in slowing down the spread of COVID-19, through our networks and our dedicated team.

In support of the Namibian Government's efforts to combat the spread of the Coronavirus Telecom Namibia has set up the Public Health Emergency Operations Centre which is a fully functional Call Centre solution for COVID-19. This centre allows for any COVID-19 related incidents to be reported to the Ministry of Health and Social Services by dialling the Toll FREE number of 0800100100.

In addition, Telecom Namibia commissioned a 50 Mbps internet line at the COVID-19 Communications Centre. The Centre which is situated at the Kovambo Nujoma Community Hall, Khomas Regional Offices, is mandated to provide information to the public on the state of the COVID-19 pandemic and government's response thereof. The Centre serves as a one-stop shop through which all media enquiries to the Government related to the COVID-19 are channelled and answers provided.

Telecom has also enabled all patients quarantined at the airport located centre to connect with families and friends and keep abreast with the latest news around the world, by sponsoring WIFI. By enabling patients to remain online, we also create opportunities for them to safely connect with their doctors online, and for students to continue their studies online.

Similarly, Telecom has sponsored the Ministry of Information and Communication Technology with a SMS line to disseminate precautionary information on how individuals can protect themselves during this pandemic. Being well-informed during this public health emergency, and following health officials advice, can help us to slow and eventually stop the spread of COVID-19 in our communities. This text message notification service is a tool that reaches people in the easiest way possible on mobile devices to keep them informed on the latest updates.

Health workers and Police Officers are the frontline soldiers against COVID-19 and they are facing an unprecedented workload in stressful and frightening environments and therefore should be protected as they are vulnerable to infection. It is against this background that Telecom Namibia donated an amount of N\$100 000, to the Public Enterprises CEO Forum, to ensure the supply of equipment, goods and other essentials to the Ministry of Health and Social Services as well as the Namibian Police.

As a responsible corporate citizen, Telecom Namibia will continue to assist and support government in any way possible during this challenging time. We remain committed to our mission of providing superior solutions and experience to our customers. Telecom Namibia would like to commend the efforts of government and is keen in continuing to partner and contribute its resources to the collective effort that will ensure the response to the pandemic is swift and effective.

#### COVID-19 SPONSORSHIP

Toll-free number set up
Airport Quarantine Centre
Greiter's Quarantine Centre
SMSes to TN subscriber base
Kovambo Nujoma Covid-19 Media Centre
Council of Churches in Namibia
Goods for Namibian Police

## April - May 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.

### COVID-19 Precautionary Measures

Telecom Namibia has put measures in place to ensure continuity of essential services especially during the State of the Emergency period. The safety of our employees, customers and other stakeholders remain our priority.

#### 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 124 for detailed balance enquiry

Download application forms from [www.telecom.na/application-forms](http://www.telecom.na/application-forms) for the following:

- Direct debit
- E-statements

**Note:** All applications can be sent to [contactus@telecom.na](mailto:contactus@telecom.na) for processing

##### 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](mailto:accountsreceivable@telecom.na)

##### FOR QUERIES:

- TN WhatsApp line: +264852111111
- Call Customer Care Centre on 085120 or 1100, 24/7
- Send an email to [contactus@telecom.na](mailto:contactus@telecom.na)

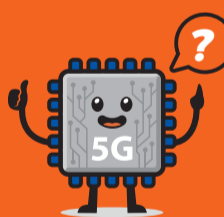


Thank you to all Telecom Namibia frontline workers



Telecom Namibia is taking precautions, in line with national authorities and the World Health Organization (WHO) guidelines, regarding COVID-19. We prioritize the enhancing of our procedures, as necessary, to make sure we are acting in the best interests of our employees, customers, contractors and visitors and therefore have measures in place to mitigate the risks associated with COVID-19 virus. To limit exposure to employees, customers, trading partners and other stakeholders, all Telecom employees are required to wear masks, gloves and sanitize their hands at all times.

**Report any COVID-19 related incidents to the Ministry of Health and Social Services by dialling the Toll FREE number 0800100100.**



The rise in COVID19 related deaths and confirmed cases globally continue to send customers in search of possible causes for the appearance of the virus. One theory that has been circulating on social media is the link to 5G technology.

#### ARE COVID19 RELATED DEATHS AND CONFIRMED CASES GLOBALLY LINKED TO 5G TECHNOLOGY?

**X NO**

#### HAS TELECOM NAMIBIA INSTALLED 5G ANYWHERE IN NAMIBIA?

**X NO**

As the backbone ICT network infrastructure provider, we would like to assure the public that Telecom Namibia has not implemented 5G anywhere in Namibia yet. What we have implemented so far is a network capable to deliver 2G/3G and 4G LTE services.

Telecom Namibia would like to assure the public that the introduction of 5G technology will be done in a responsible manner and using internationally standardised equipment. In line with approved guidelines, Telecom Namibia will engage all stakeholders before it initiates the process to roll-out 5G. This will be done in collaboration with CRAN to ensure all concerns are addressed and that the technology is implemented within the framework of the law.



While you're staying safe at home, experience truly **UNLIMITED** internet connectivity **at a faster speed!** Upgrade from **4 Mbps to 6 Mbps** for **only N\$30 extra per month.**

Don't miss this **incredible offer!**

Promotion valid from 1 April to 4 June 2020. For more information, visit your nearest Teleshop or call us toll-free on 1100.

Terms and Conditions apply.

Together, we'll get through this!

Sharing your world 