

SEPTEMBER 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.

Tn Continues To Expand Mobile Network Coverage

New LTE (4G) sites

- Ekoka
- Oshikunde
- Oshuuli
- Odibo
- Okandjengedi
- Extension 6 in Tsumeb
- Swartkopies (Rehoboth)
- Elim
- Choto
- Nambweza
- Boma
- Tseiblaagte

Upgrades 2G to 3G

- Tsandi
- Onamutai
- Ontamanzi
- Etilyasa
- Oshuungu
- Oshitutuma
- Onesi
- Onkoshi
- Oniimwandi
- Omuthitu-Gwalwani
- Ongha, Onambutu
- Indangungu
- Okangwati
- Ovituambu
- Okando
- Omuntele
- Onaanda
- Ohandungu
- Uukwiyu-Uushona
- Ongenga

New LTE Advanced (4.5G) sites

- Suiderhof
- Academia
- Kleine Kuppe
- Wanaheda
- Hage Heights – Swakopmund

THEFT AND VANDALISM OF TN TELECOMMUNICATION INFRASTRUCTURES A GROWING CONCERN

For the year 2019 – 2020, Telecom Namibia has experienced huge losses due to the growing number of incidents of cable theft and vandalism of network infrastructure all over the country. The theft and vandalism results in interruptions in the provision of telecommunications services to our customers.

Infrastructure vandalism and theft poses a serious threat to service experience and related economic activities, resulting in the disruption of network availability, loss in revenue, customer frustration and increased costs of replacing the lost equipment.

Mr. Laban Hiwilepo, the Acting Chief Executive Officer, has noted that thieves have stolen critical support systems and other infrastructures that are needed to keep our mobile and broadband internet access services networks up and running and available to end users. This has resulted in equipment damages in some cases and extensive destruction to equipment site fences and containers.

Reinhardt Ipinge responsible for Loss Prevention at Telecom Namibia has reported over 36 incidents/cases of criminals targeting Telecom Namibia's infrastructure. "We have reported 36 cases in total from the beginning of 2019 to date across the country.

This clearly shows that criminals are causing serious damage to the Telecom Namibia networks through copper theft and sheer vandalism, resulting in downtime for customers and costing the company millions. This directly affects our quality of service and customer experience in the affected areas.

Ipinge similarly stated that this theft hits customers hard, as network damage results in service unavailability, impacts on emergency services as well as on businesses using the affected networks. He therefore urges communities to be vigilant as the ramifications of theft and/or vandalism are felt by all of us. "We urge communities to be vigilant and report any suspicious activities or malpractices around the Telecom Namibia infrastructure to the nearest Police Station or the Telecom Namibia Hotline at 0800 301630 or 061 301630, anonymously."

TN understands the importance of communication and internet services for family members to stay in touch with loved ones, entertainment, working from home, conducting business and e-learning among others. TN requires communities to stay vigilant and report suspicious incidents to support us in providing stable services.

With hundreds of kilometers of cable running underground and on poles to provide telecommunication service in Namibia, it is impracticable and impossible for Telecom Namibia to provide security to protect them. We therefore call on all Namibians to exercise patriotism and be a watchdog to safeguard our national telecommunications backbone in their best interest of retaining reliable and efficient communication in the country, especially during a time when voice and internet connectivity is an essential service, due to the pandemic and other critical communication needs.

Telecom Namibia introduces new 5 digits short codes

CURRENT CODE	SERVICE	NEW CODE
123	Mobile Voicemail Retrieval	12300
124	Mobile Recharge and Balance Inquiry	12400
139	Mobile Prepaid Balance Inquiry	13900
1000	Home Telemail Retrieval	10000
1001	Remote Telemail Retrieval	10011
1003	Flexicall Service	10033
1004	Flexicall Recharge	10044
1006	Call Maker Remote Charge	10066
1100	Customer Contact Center	11000
1144	Iway Inquiry	11444
1188	Directory Services	11888



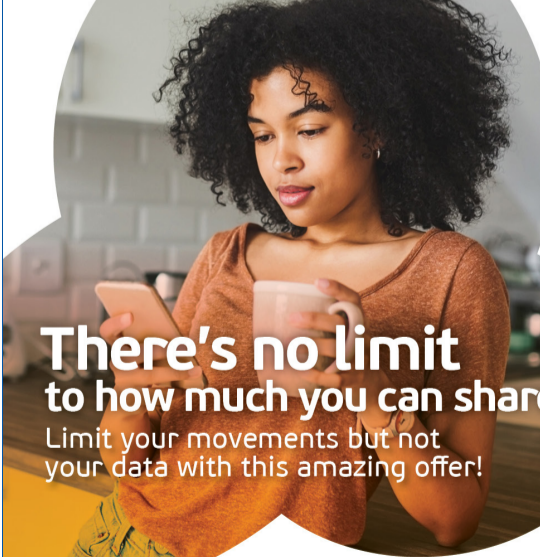
Long Service Awards

Telecom Namibia recently presented 78 employees with long service awards in recognition of their commitment, loyalty, exceptional service and invaluable contribution to the growth of one of Namibia's long-standing brands. The Long Service Awards, presented by Acting Chief Executive Officer, Laban Hiwilepo and Chief Marketing Officer, Armando Perny, shone the spotlight on staff who have reached key milestones in their years of service, ranging from 10 to 40 years. The awardees were commended for their loyalty, commitment and dedicated service over the years; all of which had contributed to the transformation of Telecom Namibia from a fixed line service provider into a leading ICT service provider.



Telecom Namibia donated food hampers to the value of N\$ 50 000 to the Tsaloloka community in Walvis Bay on the 7th of August. As a responsible corporate citizen we found it necessary to lend a helping hand to a community which was left destitute and hope that this donation brings relief and makes a difference to the livelihoods of this community. Mr. Jens Paschke, Telecom Namibia's Senior Manager: Regional Operations: Erongo, handed over the donation to Mr. Dennis Basson, Walvis Bay Municipal Fire Chief, at the Mautamanene Fire Station in Walvis Bay.





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