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General Notice

TELECOM NAMIBIA

No. 219

2004

AMENDMENT TO TARIFFS FOR TELECOMMUNICATION SERVICES

The Board of Directors of Telecom Namibia Limited has under section 22(1) and (2) of the Post and Telecommunications Act, of 1992 (Act No. 19 of 1992) approved the amendment of tariffs for telecommunication services with effect from 1 October 2004, as promulgated in the General Notice of the Government Gazette No. 3083 of 1 November 2003 as set out in the Schedule.

F.J.P. NDOROMA
MANAGING DIRECTOR

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PART C: EXPLANATORY NOTES**NOTE 1 RENTALS AND INSTALLATIONS OF NORMAL VOICE LINES:****NOTE 1 a: Reduced installation charge and rental for pensioners:**

In respect of the one main telephone service for residential purposes for the recipient of a social pension as defined in the Social Pensions Act, 1973 (Act 37 of 1973) as well as other pensioners whose total monthly income is not more than the maximum pension of the aforementioned social pensioners: Provided that such a person renders proof to the satisfaction of the Company regarding this status as a pensioner and that he is the head of the household at the address where the telephone service is to be provided to him or that he requires the telephone service for his own use in a home or similar institution.

NOTE 1 b: Free rental and installation/indoor transfer and 100 metered call units rebate monthly:

(i) in respect of one main telephone service for residential purposes for:

a company (Telecom) employee

a company pensioner over the age of 55 and the widow of such a pensioner

the widow of a Company official who shared in or qualified for the concession of a semi-official telephone service or who would have qualified for it in terms of current instructions if such concession did not exist during his term of service; and

Provided that such widows shall furnish satisfactory proof to the Managing Director that they have not remarried and provided further that the concession shall lapse as soon as they remarry

NOTE 1 c: Free transfer fee: Indoor extensions:

Reduced transfer fee i.r.o. one main telephone service for the recipient of a social or other pension and subject to the conditions prescribed in 1 (a).

NOTE 1 d: Rental of exchange connections that extend beyond the MRA:

The rental prescribed in this item is payable over and above the rental for the portion of the line within the MRA of the exchange.

NOTE 1 e: If an extension is transferred at the same time as the switchboard, only the transfer fee quoted in A1.1.1 a (i) or A1.1.1 a (ii) is payable I.r.o. such extension and the cost in item A1.1.1 e falls away.

NOTE 2 CALLS:

NOTE 2 a: Extra charge payable by the customer to whose telephone the call was made.

NOTE 2 b: The prescribed charge (A1.6) plus the charge for a personal call (A1.5.2.12 c) are payable in respect of each individual connection. The call charges are assessed from the exchange where the conference switchboard exists and is payable in addition to the connection fee prescribed in A1.5.2.12.

NOTE 2 c: The connection fee mentioned in A1.5.2.12 a is payable when a booked conference call is cancelled within two hours before its commencement.

NOTE 2 d: (i) Metering periods in seconds applies from 07h00 to 19h00 weekdays, Monday to Friday.

(ii) Applies from 19h00 to 07h00 weekdays and 19h00 on Friday to 07h00 on Monday.

(iii) The period is calculated from the moment the connection is established and a minimum call period of one minute applies: call charges for all national operator connected calls are to be calculated pro rata per minute from commencement.

(iv) A1.6.5 a/b (i) and (iii) applies from 06h00 to 24h00 daily.

(v) A1.6.5 a/b (ii) and (iv) applies from 00h00 to 06h00 daily.

(vi) Calls are timed by the operators at a rate of one unit.

NOTE 2 e: An additional charge as for one minute conversation is payable by the customer to whose telephone the call was made.

NOTE 2 f: Calls dialled direct from customers telephone are registered at every unit at the rates per second shown in B1.1.1.1. Each unit costs N\$ 0.38.

NOTE 2 g: (i) Normal rate (07h00 - 19h00) Monday to Friday is registered at one unit every 8 seconds. Each unit costs N\$0.38. A71

(ii) Cheap rate (19h00 - 07h00 Monday to Friday and Friday 19h00 to Monday 07h00). Also applicable to Public Holidays.

Note 2 h: For internet dial-up

(i) Rate 1: 07h00-19h00 Week days (Monday to Friday)

(ii) Rate 2: 19h00-22h00 week days plus 07h00-22h00 Saturdays & Sundays.

Also applicable to Public Holidays.

(iii) Rate 3: 22h00-07h00 Week days & Weekends

Note 2 i: Cheap (off-peak) rates are also applicable to Public Holidays.

NOTE 3 RENTAL AREA:

The minimum-rental area is the built-up area within an exchange area.

NOTE 3 a: The distance for service beyond the minimum-rental area is measured according to the radial distance from the exchange.

NOTE 3 b: Distance for a portion of the line beyond the minimum-rental area, measured along the actual route or nearest road, whichever is the shorter, per kilometre or portion thereof, per pair. The total rental consists of the fixed rental for the portion within the MRA plus the per pair kilometre charge beyond the MRA.

NOTE 4 PROGRAMMING CHARGES:

NOTE 4 a: First reprogramming of a new system within 14 days from the date of installation: no charge.

NOTE 5 INSTRUMENT REPLACEMENTS:

NOTE 5 a: In cases where an Erica manual telephone is required as replacement of any other manual telephone, the exchange takes place at the customer's premises and the tariff as prescribed by item A1.5.2.2 a(i) is applicable.

NOTE 5 b: With the exception of the existing exchange connection for which no installation charge is levied, such replacement shall be regarded as the provision of a new service and the full installation charge shall be payable, also i.r.o. existing as well as new extensions in the new system.

NOTE 5 c:A91 For the purpose of the change mentioned in item A1.5.2.2 no installation charge shall be levied for existing exchange connections when customer's equipment is replaced.

NOTE 5 d: Replacement of an existing switchboard by a smaller or larger switchboard, per equipped position (junction lines and extension lines) on new switchboard.

NOTE 6 AUXILIARY EQUIPMENT

NOTE 6 a: Subscriber private meter for use by a customer at an automatic exchange with variable time interval metering.

NOTE 6 b: Charges as prescribed for items A1.5.1 c and A1.5.1 d are both payable when a Subscriber Private Meter (SPM) is provided.

NOTE 7 LEASED CIRCUITS AND DATA SERVICES

NOTE 7 a: The following types of circuits can generally be provided to countries that offer similar services.

NOTE 7 b: Standardised telephone circuit to provide telecommunication channels for the sole use of the lessee, the equipment for the division of the telephone channel being provided, installed and maintained by the lessee.

NOTE 7 c: Continental circuits are circuits that are provided to countries that are regarded as part of the Africa region by the International Telecommunication Union. In addition to all countries in Africa these also include Ascension, Cape Verde, Comores, Madagascar, Mauritius, Reunion (French Department of) St. Helena, SAO Tome and Principe and Seychelles.

NOTE 7d: 18h00 to 06h00 during the same period every night.

NOTE 7e: 06h00 to 18h00

NOTE 7f: 18h00 to 06h00

NOTE 7g: For every occasion the circuit is used.

NOTE 7h: In case more than 100 pairs of wires or terminal points are installed or transferred simultaneously on the same premises, the installation or transfer fee to be recovered from the customer is based on the cost to undertake the work, provided such repayable cost is not less than the prescribed amount for 100 pairs of wires or where applicable, 100 terminal points. In the latter cases the prescribed cost as for a maximum of 100 pairs of wires or 100 terminal points that is applicable.

NOTE 7 i: If the portion of the line mentioned in A2.2.1 f (i) extends beyond the MRA, the rental for the excess distance is calculated as prescribed under A2.2.1 e (i).

NOTE 7 j: If the line is shared, 70% rounded off to the nearest cent, of the total line rental calculated according to the charge prescribed in item A2.2.1 e (i), is payable by each customer.

NOTE 8 TRANSFERS

NOTE 8a: If an extension is transferred indoors at the same time as the switchboard, only the transfer fee quoted in item A1.5.2.2 b is payable in respect of such extension and the cost in item A1.5.2.2 c falls away.

NOTE 9 EXTENSIONS

NOTE 9 a: Indoor, per extension i.e. an extension line with terminal points in the same building or stand (not exceeding 50 metres).

NOTE 9 b: Wiring only on which a licensed digital telephone is terminated

NOTE 9 c: If any portion of the line extends beyond the minimum rental area, the rental for the excess distance is calculated as prescribed under A1.5.3 c (ii).

NOTE 9 d: In respect of each exchange line or extension line that is terminated on the first unit, the relevant prescribed installation charge and monthly rental apply.

NOTE 9 e: When existing services such as exchange lines and extension lines that have to be terminated on distributors have to be transferred indoors at the same time, only the transfer fees prescribed in A1.1.1 apply. The installation charge prescribed at A1.5.3.4b (Note 9d) is not payable i.r.o such transfers.

NOTE 10 SERVICE CHARGES AND MISCELLANEOUS ITEMS

NOTE 10 a: Name address and telephone or telex number, as well as business description with a maximum of three words, once in every issue, except cases quoted in items A1.5.2.15 a and A1.5.2.15 b (See Telecommunication Regulation H.7(2)).

NOTE 10 b: A connection fee of N\$ 27.50 is payable on the application of these services.

NOTE 10 c: The charge mentioned in A1.5.2.10 b is payable over and above the charges mentioned in A1.5.2.10 a.

NOTE 10 d: Customers will be called upon to defray the cost incurred i.r.o an abortive maintenance visit due to privately owned telecommunications equipment.

NOTE 10 e: An existing service is taken over between spouses and /or brothers and sisters of the same parents and between such parents and their children without the division of the current accounts. (the onus shall be on the applicant to bring to the attention of the Managing Director that he qualifies for this tariff and must also provide sufficient proof thereof, otherwise the tariff in A1.5.2.10a applies.

NOTE 11 ISDN SERVICES

NOTE 11 a: More than 3 numbers, maximum 8.

NOTE 12 Direct Inward Dialing(DID) SERVICES

NOTE 12a: All new DID services will be provided as indicated in A2.5.1.

NOTE 12b: The charges in A2.5.1 are payable in addition to the normal exchange connection rental

NOTE 13 CENTREX SERVICES

NOTE 13a: Local-Extension to Extension is free within a centrex group

NOTE 14a: Monthly rental charges for Broadband Wireless are 10 % higher than the Digicon rental Charges
