



MTC LAUNCHES MTC INTERACT – A CUSTOMER MANAGEMENT ENGAGEMENT STRATEGY WITH CUSTOMERS BY MTC TOP BRASS.

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WINDHOEK – 06th JUNE 2018 – Mobile Telecommunications Limited (MTC), the largest network operator in Namibia, yesterday took a new leap of faith, upping their consumer engagement strategy – with the launch of MTC Interact.

Another pioneering initiative, MTC Interact seeks to enlighten customers and stakeholders about pertinent MTC issues, such as customer services, data pricing, shareholding issues, company new business strategy and realignment efforts to be able to continue sustaining the business model and serving the divergent needs of its 2, 4 million customers.

MTC Executive Management will be airing the MTC Interact Show live on national TV every quarter – starting with the first episode on 27 June 2018, once show per quarter of each year.

The MTC EXCO team will during these live TV sessions discuss, not only strategic initiatives but also everyday issues that our customers experience. It will give the 081 Nation an opportunity to directly engage the company’s top executive on pertinent matters affecting them as well as use the opportunity to ask questions to the company management.

Enthused Tim Ekandjo, Chief Human Capital and Corporate Affairs Officer at MTC, “We constantly encouraged to come up with new and better ways of doing things, that’s what earned us the title “Leading Telecommunications Company in Namibia and remaining relevant and obedient to the needs of our valued consumers is a top priority”.

For media enquiries

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Note to Editors:

About MTC History

MTC (Mobile Telecommunications Limited) was established in 1995 as a joint venture between Namibia Post and Telecommunications Holdings (NPTH), Telia and Swedfund. During May 2004, NPTH concluded a deal that saw it hold 100% of the shares in MTC by acquiring the 49% held by Telia Overseas AB and Swedfund International AB. NPTH is 100% owned by the Government of the Republic of Namibia. On 1 September 2006 the sale of 34% of MTC shares to Portugal Telecom (PT) was concluded with the management contract also ceded to PT. MTC's shareholding is currently under review.

Operational Philosophy

MTC recognizes commitment to our common vision, to growth and profitability and to enjoying the work, we do. We achieve this through continuous change and development in a dynamic industry. We grasp opportunities to develop MTC in a structured manner.

We are committed to a culture of mutual respect, honesty, fairness, integrity, transparency, accountability and trust, and dare each other to perform in an excellent manner. We reward people according to the value they bring to MTC. We serve our customers to the best of our ability and strive to improve this service wherever possible.

HARAMBE PP

Implementing Harambe Prosperity Plan (HPP) is a socio-economic imperative to re-dress imbalances of the past. It is as much the public, private and state owned sectors' responsibility, as it is the government's duty to transform. Promoting HPP is an important element of being a responsible corporate citizen of Namibia. MTC is HPP sensitive as it is an issue of national interest, ensuring our survival in the future. Through this, a solid foundation is created for sustainable economic activity and development.