

MEDIA RELEASE

nbc's TV Licence department setting the stage for even better service-delivery

FOR IMMEDIATE RELEASE

30 March 2016, Windhoek; Namibia.

The nbc's TV Licence department recently concluded a very important project – the relocation of the majority of its Windhoek-based staff from nbc's head office in Cullinan Street to nbc Radio in Pettenkofer Street. The move was planned a while ago already. It was preceded by intense preparations, which included the installation of suitable air-conditioning and a CCTV surveillance system.



According to the Head of TV Licence, Michaela Jaeger, the relocation was deemed necessary for various reasons: "Our main objective was to be closer to the central business district to make it more convenient for clients to pay. Another important reason was that the space we occupied at head office was urgently needed by other sections."

Due to the excellent support received by all other nbc departments involved, such as IT, Building Maintenance, Procurement, Transport and Communications, the relocation was completed within record time and with very little inconvenience. Within two days the relocated TV Licence staff members were online again, continuing their daily tasks of data capturing, processing of payments and responding to client queries.

"Our biggest concern was to ensure that our customer service would not be disrupted," noted Jaeger. "I am confident that we achieved that goal. It is also important to note that even though most TV Licence staff members based in Windhoek have relocated, clients can still make payments at the nbc head office in Cullinan Street."

It's Ours

P.O. Box 321 • Windhoek - Namibia • Tel +264 61 291 3111 • Website: www.nbc.na

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TV licence payments can also be made at nbc's regional offices, as well as at any Nictus store or Nampost office or via direct deposits and EFTs. Clients are encouraged to make payments as soon as possible because as from 1 April 2016, the nbc will be charging 60% penalties on overdue accounts. Currently, the penalty rate stands at 50%.

"I urge all TV set owners to ensure that their licence(s) are up to date because we are planning the next round of household inspections as we speak," the Head of TV Licence cautioned. "In addition, we intend to launch a TV Licence Competition in the near future with awesome prizes. This competition will be open to paid-up viewers only, so it really makes sense to abide by the law and pay the TV licence. I don't want to reveal too much right now because we do not have all our proverbial ducks in a row yet – but if things pan out as intended, our grand prize will be the coolest, sportiest and classiest grand prize ever. Our Sales department is of course also working very hard to get us great weekly prizes so that as many paid-up clients can win as possible. All I can say at this point in time is: watch this space for details and pay your TV licence," Jaeger added with a smile.

The TV Licence department can be contacted at 061-291 3111 or 061-291 2100. TV set owners can also send a fax to the number 061 – 250 755 or an e-mail to tvlicence@nbc.na. Internet-savvy TV set owners can also visit the nbc's website at www.nbc.na/tv-licensing or follow the nbc's corporate Facebook page.

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Contact:

Michaela Jaeger

Head: TV Licence

Email: mjaeger@nbc.na

Tel: 061 291 2032

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