



critical communication solutions brought to you by



For more information please contact us at
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Or visit us at 8 Sipres Street Windhoek,
90 6th St, Walvis Bay.

THE NEXT LEVEL OF CONNECTIVITY: ARE YOU READY?

- Business efficiency is driven by effective communication both internally and externally of your organization.
- Various communication technologies exist and we are able to advise you on best possible solution.
- Internet of Things (IoT) enables connectivity of any device to any application worldwide. We provide the connectivity!

ARE YOU READY?

- Narrowband communication still provides the furthest coverage from a single communication site.
- Two Way Radios offer the best and most cost effective voice communication system available.
- Our tower infrastructures are located at carefully selected high sites, where we have low RF-noise and interference.

WHAT IS NEW @ BLUE TELECOMMUNICATIONS

Incorporated in 1992, Radio Electronic is today the leading Namibian company in providing Satellite Communication, Land Mobile Radio Networks and Marine Electronics.

Together with our import and distribution channel for Power and Navigation solutions we are able to provide an extensive product portfolio, allowing us to provide the right solution for any requirement.

We have been involved over four decades in providing critical communications throughout Namibia

In 2018 Radio Electronic was awarded the Class Comprehensive Electronic Communication Service and Network License (ECS&ECNS) from the Communication Regulatory Authority of Namibia (CRAN). We are now a 100% Namibian owned licensed telecommunication operator, expanding our service area all over Namibia.

In 2020 we formed a subsidiary, **Blue Telecommunications PTY LTD** and transferred our telecommunication license hereto. We build on our experience and established infrastructure, and are proud to introduce our **Blue Telecommunications** service offering to you.

We achieve this through our Carrier Class Microwave Broadband network to offer guaranteed throughput to end users, for any industry as well as home users.

The current BlueAirFibre coverage area includes the larger Windhoek area and the central coastal region. This includes Brackwater, Daan Viljoen, Finkenstein, Sees, Dordabis, Omitara, Arandis, Swakopmund, Walvis Bay, Rossmund and Nonidas.

HOW BLUE WILL BE CONNECTING YOU!

Blue Telecommunications PTY LTD is the leading critical communication solution provider in Namibia. Our services include:

Narrowband—2WayBlue Two Way Radios:

License Free Radios: License free radios do not require a spectrum license. They offer the most cost effective communication and with a range of up to 8km, they are ideal for on premises communications, camping, hunting or at the beach.

Analogue Radios: Traditional two-way radios offer only analogue communication. We still supply and service a wide range of analogue radios.

Digital Radios: Digital radios offer a significant improvement over analogue radios. Not only has the coverage improved, but digital radios also offer crystal clear voice communication as well as encryption. Digital Radios can roam across various repeater sites, allowing seamless communication. Radio Electronic operates a digital VHF network throughout its high sites. Through this we are able to offer an independent wide area and reliable voice commutation platform. Our customers include emergency services, private communities, security organizations, government and private companies.

Broadband:

Blue Air Fibre: Our Blue Air fibre microwave solution allows us to offer a high speed broadband connection to the larger outskirts of towns. Speeds of up to 50Mbps can be obtained through our Blue Air fibre network.

Fibre Optic: Blue Telecommunications in cooperation with Paratus has the ability to supply cabled fibre optic connections to any party within the Paratus metropolitan fibre network. Speeds of up to 50Mbps can be obtained through the metro network.



BlueAirFibre

"high speed wireless broadband at your fingertips"

BLUE connecting YOU!

WHAT YOU NEED TO KNOW

Asymmetrical bandwidth is a connection that has different upload and download speeds. This is a higher contended internet package and bandwidth will be shared between users on the same circuit, and a up-to download and upload speed can be achieved.

Symmetrical connection is just as it sounds; a connection with equal download/upload speeds. This is a lower contended internet package and bandwidth, and a up-to download and upload speed can be achieved.

Best effort delivery means that Blue Telecommunications attempts to deliver the advertised speed at all times, but in some rare cases outside of Blue Telecommunications control the speed may drop below the advertised amount.

Dedicated internet connection is a uncontended connection that has the same upload and download speed, dedicated for your company.

Uncapped: All our broadband services are uncapped. This allows the users to consume as much data as they require.

Need higher throughput? Please contact our office, for any other capacities required that are not stipulated in the tables.

Test and evaluation period before the contract becomes binding:

We offer a full refund, no questions asked contract exit option if you are not satisfied with our product in first two weeks after contract start. It is the responsibility of the customer to notify us in writing about the termination, alternatively the contract will become automatically binding and a termination fee will be applicable.

Blue Telecommunication Internet Pricing

Blue AirFibre rural packages:

All speeds are best effort delivery. Suitable for home users, small offices and farms. Applicable to clients situated 30km+ outside of Windhoek, Walvis Bay or Swakopmund.

Download speed Mbps (up to, best effort)	Upload speed Mbps (up to, best effort)	Monthly price Excluding VAT
10	4	N\$ 900.00
15	7	N\$ 1140.00
20	10	N\$ 1194.00
25	15	N\$ 1308.00
50	20	N\$ 3000.00

Blue AirFibre urban packages:

All speeds are best effort delivery. Suitable for medium organizations, guest houses, small lodges. Applicable to clients situated within a 30km radius of Windhoek, Walvis Bay or Swakopmund.

Download speed Mbps (up to, best effort)	Upload speed Mbps (up to, best effort)	Monthly price Excluding VAT
10	4	N\$ 750.00
15	7	N\$ 950.00
20	10	N\$ 995.00
25	15	N\$ 1090.00
50	20	N\$ 2500.00

Blue FFX urban packages:

All speeds are best effort delivery. Suitable for medium organizations, guest houses, small lodges. Subject to availability of fibre cable in Windhoek, Walvis Bay or Swakopmund.

Download speed Mbps (up to, best effort)	Upload speed Mbps (up to, best effort)	Monthly price Excluding VAT
25	25	N\$ 1100.00
35	35	N\$ 1500.00
50	50	N\$ 2100.00

A 10% discount is applicable to subscriptions paid 12 months in advance

WHAT YOU NEED TO KNOW

High Site refers a central location used by Blue Telecommunication to provide AirFibre connectivity.

Line of Sight is required to provide AirFibre connectivity. This must be completely unobstructed.

Sectors provide connectivity from a High Site to AirFibre subscribers through a specified Microwave frequency.

Radios are used to connect AirFibre subscribers to Sectors and can vary in design, these devices are mounted externally at subscriber residences and are weather proof. With the exception of lightning strikes.

Point to Point links are used to extend connectivity beyond distances of 100m and are usually a smaller version of the subscriber radio.

PoE Injectors are commonly used to power the Radio and usually have a steady LED light showing the unit is powered.

Routers are networking devices that forwards data packets between computer networks. Routers perform the traffic directing functions between networks and on the global Internet. Data sent through a network, such as a web page or email, is in the form of data packets.

Extenders refer to any networking device capable of repeating a WiFi signal provided by a router.

Blue Telecommunication Installation Pricing

Blue AirFibre installations:

The following installation charges are applicable depending on the subscription length, for a standard urban installation.

36 Month contract: The installation cost is free of charge.

24 Month contract: N\$ 1 500.00 excl. VAT.

12 Month contract: N\$ 2 200.00 excl. VAT.

No contract: N\$ 3 500.00 excl. VAT.

All rural installation costs will be calculated on a case by case basis

What is a standard installation:

The standard installation entails the following:

- Force300-25 or Force300-16 radio.
- 20m UV protected black CAT5e cable that will be surface mounted with white cable clips or glue. Installed from the radio to a convenient power outlet in reach.
- 2m Aluminum pole.
- Standard 25cm offset wall bracket.
- Up to 3 (three) hours of labour.

A WiFi router is excluded from the standard installation. Any existing router can be used if specifications are met.

What is excluded from a standard installation:

The following is excluded from a standard installation and will incur additional costs:

- Installations out of town. Additional km charge will apply.
- Longer cable runs.
- Concealed cable ways, trunking, power skirting etc.
- Heavy duty wall brackets and poles.
- Any power extensions, plugs, extension cords.
- Labour hours exceeding three hours.
- External antenna and fly leads.
- WIFI Router and repeaters

It is the responsibility of the client to notify us beforehand if deviation from the standard installation is required so that the correct installation materials can be packed.

Equipment remains the property of Blue Telecommunications (PTY) LTD until paid in full or contract expiry. Invoices must be paid in full and monthly rates cannot be adjusted to accommodate additional costs.

Blue FFX installations:

The following installation charges are applicable depending on the subscription length, for a standard urban installation.

36 Month contract: The installation cost is free of charge.

24 Month contract: N\$ 1 500.00 excl. VAT.

12 Month contract: N\$ 2 500.00 excl. VAT.



Force 300-25 Radio



Force 300-16 Radio



PoE Injector

WHAT YOU NEED TO KNOW

Recovery of installed equipment must be scheduled upon contract cancellation and may incur additional charges to the client based on their location.

Opt-Out structure.

The opt-out structure as outlined in this section non-negotiable and applies to any AirFibre broadband contract signed between Blue Telecommunications and the subscriber.

Relocation refers specifically to changes in the installation address. Shifting of equipment on the same premises will be treated as a call-out and quoted accordingly.

FFTX upgrades automatically include the retrieval of all Blue AirFibre equipment and mounting infrastructure, with the exception of any equipment purchased by the customer e.g. routers.

Re-connection of services will only occur after all outstanding amounts have been fully paid.

Blue Telecommunication Miscellaneous Fees

Blue AirFibre Opt-out fees:

All Blue AirFibre contracts are subject to non-negotiable opt-out fees. These are calculated according to the remaining duration of a customers contract.

Remaining contract duration.	Monthly price Excluding VAT
36 - 25 months	N\$ 3500.00
24 - 13 months	N\$ 2500.00
12 - 1 months	N\$ 1500.00

In order to retain competitive opt-out rates any equipment provided by Blue Telecommunications PTY Ltd, not paid for by the subscriber may be retrieved at the discretion of Blue Telecommunications PTY Ltd.

Blue FFTX Cancellation Fees:

Upon cancellation of Blue FFTX services the full remaining contract fees are payable.

Broadband relocation fees :

All Blue AirFibre equipment relocation within the same city incurs a non-negotiable fee of **N\$ 2300.00**. Should a subscriber move to a location that is inaccessible through their current connectivity means i.e no line-of-sight for AirFibre an upgrade to fibre can be made for the stated relocation fee. This entails signing a new contract for the FFTX service. In case this offer is rejected the stated cancellation fees apply. Should the subscriber move to a location outside of the Blue Telecommunications available network the contract will be terminated at no additional charge. All relocations outside of the current installation address city will be calculated on a case-by-case basis.

AirFibre to FFTX upgrade fees :

All Blue AirFibre to FFTX upgrades incur a non-negotiable fee of **N\$ 2300.00**.

Broadband Re-connection Fees

Should a service be disconnected due to non-payment a non-negotiable re-connection fee of **N\$ 200.00** additional to all outstanding amounts is applicable.

Equipment Replacement Fees

Broadband equipment will incur the full item cost in cases of theft, gross negligence and acts of god. Equipment found to be faulty as a result of a factory fault will be replaced by Blue Telecommunications free of charge within the guarantee period stated in the T&Cs.

WHAT YOU NEED TO KNOW

Upstream providers are responsible for data transmission to the global internet. Blue Telecommunications PTY Ltd utilizes various upstream providers to maintain stable connectivity.

Outages refer to any interruptions in the Blue Telecommunications network that last more than 15 minutes and are not a result of maintenance.

Maintenance refers to any work done by Blue Telecommunications on internal infrastructure. Subscribers will be informed a minimum of 24 hours in case of scheduled maintenance. Emergency Maintenance may occur at irregular times and ETA on completion may not be available until technical staff has arrived on site.

SLA (Service Level Agreements) can be discussed with Blue Telecommunications during the signup phase or when a need becomes apparent. These agreements are calculated on a case-by-case basis and supersede the standard standby practices.

Blue Telecommunication Technical Support

The standard methods of contacting Blue Telecommunications technical support are either via email: blue@re.com.na or via telephone: **+264 61 448444**

Requests made outside of these channels or directly to members of Blue Telecommunications staff will not be processed as they cannot be recognized as an official ticket.

The standard availability times for Blue Telecommunications are outlined below. Requests made outside of these times will be recorded and attended to the following working day, **unless a separate SLA is in place.**

Monday - Friday	07:30 - 19:00
Saturday	07:30 - 12:00
Sunday	Next working Day
Public Holidays	Next working Day

In case of outages a WhatsApp notification will be sent from the above mentioned number. These notifications can only be received once the number has been added to the subscribers contacts on their cellular phone. Any WhatsApp messages sent to the +264 61 448444 will not be attended to as they cannot be recognized as an official ticket.

Call-out fees are applicable to any work done by Blue Telecommunication staff that is not a direct result of equipment failure due to a factory or installation fault. These will be calculated on a case-by-case basis. **No call-outs will occur outside the stated times unless a prior SLA agreement is in place.**

Terms and Conditions

Price variations: Please note that we offer a specialized service in remote areas. Due to this, price variations may occur, as different equipment might be required or an additional site needs to be developed or rented.

Validity: Blue Telecommunications PTY LTD reserves the right to change prices without prior notifications. Please contact us for a formal quotation.

Response Time: We continually monitor our network and guarantee an average minimum availability of 90% per annum. Please note that equipment belonging to the customers falls outside of our scope.

Guarantee: All equipment and installations done by Blue Telecommunications PTY LTD are guaranteed for 12 months from date of installation. The manufacturer guarantee conditions will apply on equipment supplied. Improper handling, Act of God or lightning are not covered by guarantee.

Public IP Addresses: By default, Blue Telecommunications PTY LTD will only assign Provider Aggregated Addresses (PA-addresses). If required, Blue Telecommunications PTY LTD will assign the Customer a static IP address, which is subject to a monthly fee of 200.00 excl VAT.

Additional T&C: Additional T&C apply that are stipulated on the customer contract.

WHERE OUR COMMUNICATION SERVICES CAN BE ENJOYED:

BlueAirfibre:

The current coverage area includes the larger Windhoek area and the central coastal region. This includes Brackwater, Daan Viljoen, Finkenstein, Seeis, Omieve, Dordabis, Arandis, Swakopmund, Walvis Bay, Rossmund and Nonidas.

Blue FTX:

The current coverage area includes the urban Windhoek area and the urban coastal region, specifically Walvis Bay and Swakopmund.

Digital Two-Way Radio Network:

Coverage of the digital VHF linked repeater network currently includes the larger area of:

- Central Namibia: Dordabis, Seeis, Windhoek and Brackwater
- Central Coast: Walvis Bay, Swakopmund, Arandis.

FOR MORE INFORMATION CONTACT BLUE TELECOMMUNICATIONS

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