



**Blue Telecommunications (Pty) Ltd**

*A Subsidiary of Radio Electronic (Pty) Ltd*

Reg no.: 2019/1326

Email: [info@re.com.na](mailto:info@re.com.na)

P.O. Box 90214, 8 Sipres Street Windhoek, Namibia

Tel No.: 061 - 448000, Fax: 061 - 448001

P.O. Box 670, 17 Fourteenth Road, Walvis Bay, Namibia

Tel No.: 064 - 207483, Fax: 064 - 206916

Dear Client,

Kindly note that the following procedures apply to the standby service for Blue Telecommunications effective 12.04.2023.

The cell phone number +264 81 208 1525 will be discontinued as from 15.04.2023 and replaced with +264-61-448444. This will be the single point of contact for all Blue Telecommunications related queries. Written enquiries can be done via [blue@re.com.na](mailto:blue@re.com.na)

Requests for assistance and other queries must be made via the new number or via email (not via WhatsApp) within the following timeframes:

Mon – Fri 08:00 until 19:00

Sat 08:00 until 12:00.

Any calls received outside of this timeframe will be recorded and attended to ASAP on the next working day. Blue Telecommunications staff will no longer be dispatched on weekends or public holidays for individual problems, unless a separate SLA is in place.

All updates regarding network outages will be sent via broadcast message from the WhatsApp business account. In order to receive these messages, the standby number 061-448444 must be added to your cell phone contact list.

Requests sent to members of Blue Telecommunications staff directly will no longer be processed as they cannot be recognized as an official ticket.

Please feel free to call me should you have any queries or suggestions.

Kind Regards

Michael Mayrhofer  
Broadband Manager: Commercial  
Email: [mm@re.com.na](mailto:mm@re.com.na)

Directors:

I. Arbulu\* • L. Arbulu\* • H. P. Schrader • J. Wormsbächer

(\*Spanish)