

# The CONNECTION



MAY 2019

Welcome to yet another edition of the Connection where we keep you informed of the developments that pave way for an enhanced customer experience. TelOne is on a drive to bring cheap and affordable Broadband solutions to all customers around Zimbabwe.

## TelOne Launches Local Bouquet on DEOD



entertainment on demand

We are pleased to announce to you our clients that TelOne has launched its first local content catalogue on the DEOD (Digital Entertainment on Demand) platform which was launched in October 2018.

As they say “Local is Lakker” The platform’s over 20 000 subscribers will get to enjoy local content any-time anywhere

TelOne Managing Director, Mrs. Chipso Mtasa said; “We are excited to be launching our first local content catalogue as a key milestone in making the DEOD platform useful in promoting local productions. We have opened up to more local content producers and aggregators and we are confident this will strengthen the local arts industry in a big way.”

MAKING ZIMBABWEAN MOVIES GREAT WITH DEOD

More exciting is that DEOD has partnered Zollywood as a beginning of the journey to support and showcase local content and talent. Zollywood co-founders Tony Mliswa and Thulani Matsvimbo established Zollywood after the realisation that there was no particular outlet for Zimbabwean films in the diaspora, resulting in productions from other African markets dominating.

TelOne launched the Digital Entertainment on Demand (DEOD) platform launched in October last year.

To register visit <https://zw.deod.tv/en/account/signup>



To learn more, visit  
[deod.tv/zw](http://deod.tv/zw)

Download the DEOD Mobile App  
Select Zimbabwe when prompted for Country



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## Tariffs and Charges US\$/RTGS\$ Exchange Rate price revised

Following the announcement of the US Dollars and RTGS Dollars exchange rate, TelOne revised tariffs and charges that were priced in the US Dollar.

*Below the table shows how voice prices have been revised.*

TelOne International		Price US\$	Price RTGS\$	Price US\$	Price RTGS\$
Voice Calls		Peak	Peak	Off Peak	Off Peak
Fixed		0.30	0.74	0.26	0.64
Mobile		0.48	1.19	0.42	1.06
Sub regional Outgoing Group 2					
Fixed		0.51	1.28	0.46	1.16
Mobile		0.63	1.57	0.54	1.35
International Outgoing					
Group 1	Fixed	0.30	0.74	0.26	0.64
Group 2	Fixed	0.51	1.28	0.46	1.16
Group 3	Fixed	0.82	2.05	0.75	1.86
Group 4	Fixed	1.21	3.02	1.09	2.73
Group 5	Fixed	9.98	24.94	9.98	24.94

# EXPERIENCE AFFORDABLE BROADBAND

Enjoy better Broadband speeds at the most affordable rates

Our new tariffs and charges in US\$ and RTGS \$ effective 1 April 2019

### RESIDENTIAL BROADBAND PACKAGES

PACKAGE NAME	DOWNLOAD CAP	USD PRICE	ZWL PRICE
Home Basic	10GB	15.00	37.50
Home Basic Night	20GB	19.00	47.50
Home Plus	30GB	25.00	62.50
Home Plus Night	60GB	32.00	80.00
Home Premier	60GB	42.00	105.00
Home Premier Night	120GB	54.00	135.00
Infinity Pro	500GB	89.00	222.50
Intense	Uncapped*(FUP)	120.00	300.00

\*All uncapped residential packages are subject to Fair Use Policy (FUP) as stipulated in our terms and conditions on our website

### PUBLIC WI-FI

WIFI	USD PRICE	ZWL PRICE
1GB	1.00	2.50
2.5GB	2.00	5.00
6GB	5.00	12.50

### SME BROADBAND PACKAGES

PACKAGE NAME	DOWNLOAD SPEED	DOWNLOAD CAP	USD PRICE	ZWL PRICE
ADSL Infinity Supreme	20Mbps	Uncapped	150.00	375.00
FTTH Intense Extra	50Mbps	Uncapped	200.00	500.00

### MODEM INSURANCE

ADSL Modem Insurance	4.75 per month
FTTH Modem Insurance	8.00 per month

Recharge your Broadband account today and enjoy so much more. Please note that all recharge vouchers for Broadband that are already in circulation will expire by 31 March 2019. However, all clients who bought or buy recharge card(s) before 31 March 2019 will be given a 30-day period to use up the voucher up to 30 April 2019.

### VALUE ADDED SERVICES

#### DIGITAL ENTERTAINMENT ON DEMAND (DEOD)

PRODUCTS	USD PRICE	ZWL PRICE
DEOD Premium		
Month	11.99	29.98
Week	4.50	11.25
Weekend	2.50	6.25
On Demand		
Month	5.99	14.98
Week	2.75	6.88
Weekend	1.55	3.88
Daily	0.90	2.25
DEOD TV	8.99	22.48
KICCA	1.50	3.75
RENT		
TVOD Current HD	3.00	7.50
TVOD Current SD	2.50	6.25
TVOD Library HD	1.75	4.38
TVOD Library SD	1.50	3.75

**CALL US NOW AND GET CONNECTED!**  
**(024) 2700950**

Runhare House, 107 Kwame Nkrumah Avenue

Harare: (024) 2783 565/6, Bulawayo (029) 2717 760 or 2886 688  
Gweru: (054) 2221 794 or 2230617, Mutare (020) 2163395 or 2167666  
Masvingo: (039) 2263 284 or 2263 384  
Call Centre: Toll Free (024) 2700 950, WhatsApp 0718 700 950



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## We have revamped our mobile app for your convenience!

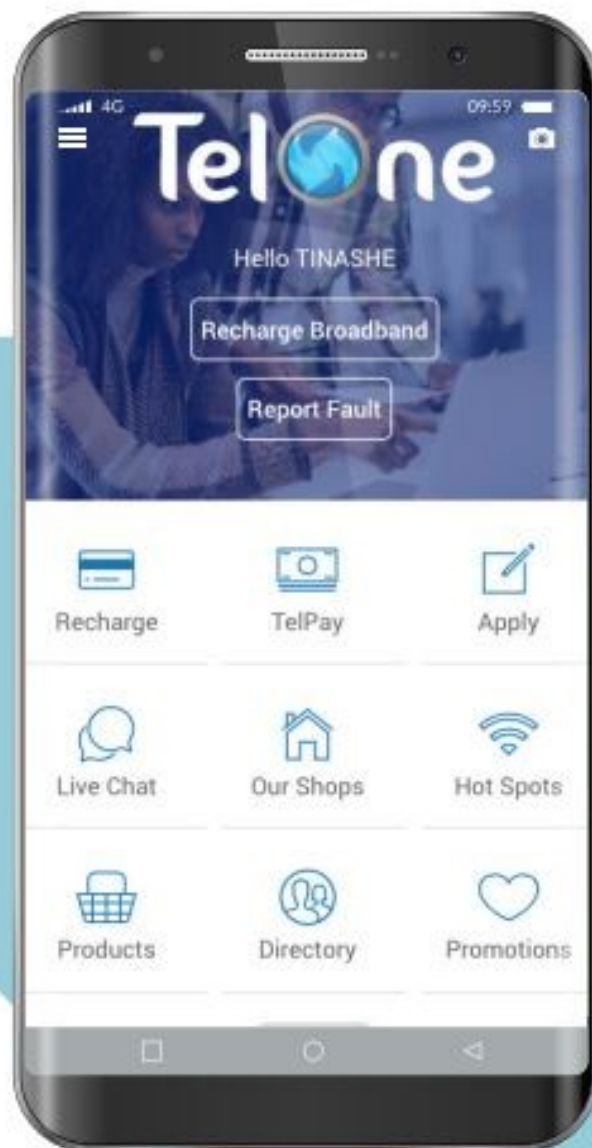
TelOne has improved the mobile app to give its clients an improved service accessible on Android, and it can be downloaded on App Store and Google Play.

The TelOne mobile app was launched in September 2016 and had only four main services; recharge function, live chat, directory and Wi-Fi zones.

Since the launch of the Mobile App, the TelOne marketing team was vigorously collecting feedback from users of the app and working hard to figure out a better way to deliver on our biggest promise. The new and revamped App is meant to give a better client experience, offer more and better functionality and give the business a competitive edge in the market.

### The new capabilities TelOne offers on the new Mobile App include:

- report and track fault progress;
- access bill statements;
- log-in feature;
- make Zesa payments;
- apply for voice and broadband;
- access Telpay;
- Purchase recharges;
- TelOne shop locator;
- Promotions;
- Products;
- New number change;
- Purchase history;
- Contacts;
- News and;
- FAQs.



# Our Payment Methods

## Mobile App



## RTGS



## POS machines



## Online payments



## NOW YOU CAN PAY YOUR BILLS USING ANY ONE OF THESE PAYMENT METHODS

- 1) RTGS: Send proof of payment and payment details to [rtgs@telone.co.zw](mailto:rtgs@telone.co.zw) – payment channel through financial institutions, interbank or internal transfers.
- 2) Mobile App – payment platform used to purchase TelOne products via mobile phones.
- 3) Online payments through Telpay – payment platform used to purchase TelOne products via internet.
- 4) Agency such as CBZ Touch, Cellulant, FN Solutions and ZSS – designated distributors of TelOne products.
- 5) POS machines – devices in TelOne client offices used as a payment channel for purchasing TelOne products
- 6) EcoCash – payment channel
- 7) Telecash – payment channel
- 8) One Wallet – payment channel

    
Voice | Broadband | Satellite

Barbara House, 167 Kenene Mironah Avenue  
Harare: (0212) 791 701, Bulawayo: (0292) 66161 or 896888,  
Gweru: (0512) 291 191 or 238 617, Mutare: (0302) 64666 or 67666.



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## TelOne Wins Bronze Medal for best ICT exhibitor at the 60th edition of the Zimbabwe International Trade Fair !!!



*TelOne Marketing Head Maureen Chirambaguhwa takes Information Communication Technology Postal and Courier Services Minister Kazembe Kazembe and Permanent Secretary Eng. Kundishora through the TelOne ZITF stand .*

THE 60th edition of the Zimbabwe International Trade Fair (ZITF) ended on high note in Bulawayo a forty-night ago as TelOne bagged the Bronze Medal for Best ICT Exhibitor.

TelOne showcased its various products and services at the ZITF which ran under the theme: "Propagating Industrial Growth through Trade and Investment".



*From left...TelOne Board Chair Mrs Juliet Machoba, NetOne C.E.O Mr Lazarus Muchenje, TelOne Managing Director Mrs Chipo Mtasa, TelOne Board Member Mr Edward Dube and TelOne Head Marketing Maureen Chirambaguhwa pose for a photo outside the TelOne ZITF stand in Bulawayo.*

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## TelOne FC makes debut in Premier Soccer League



*The Newbies beat FC Platinum at Luveve Stadium on their 7th match in PSL.*

TelOne FC affectionately known as the Wi-Boys made a debut in Premier Soccer League a month ago and they have so far put up a disciplined performance.

Just last week the boys defeated champions FC Platinum marking their first defeat of the season at Luveve Stadium in 7th PSL. The WiFi Boys beat FC Platinum 1-0.

Elasto Chigora's 58th minute headed goal following a quick break was enough for the boys to earn their second victory of the season and move three places up the table into 10th place.

In a post match interview with journalists TelOne Head Coach had this to say "This is our biggest win, playing against reigning champions and grinding a result is magnificent. It was teamwork that pushed us

We had to be tactically disciplined because I know FC Platinum can hit you if you open up".

## CLPSL Log Standings

#	Team	MP	W	D	L	F	A	G	P
1	CAPS United	6	5	1	0	11	2	+9	16
2	Chicken Inn	7	5	0	2	12	3	+9	15
3	Kariba	7	5	0	2	7	5	+2	15
4	Platinum	7	4	2	1	9	4	+5	14
5	Chapungu United	6	4	1	1	11	4	+7	13
6	Hwange	7	4	1	2	7	5	+2	13
7	Black Rhinos	7	3	2	2	8	9	-1	11
8	Dynamos	7	3	1	3	6	6	+0	10
9	Ngezi Platinum	7	3	1	3	6	6	+0	10
10	Manica Diamonds	7	3	1	3	7	8	-1	10
11	TelOne	7	2	3	2	3	3	+0	9
12	Herentals	7	1	4	2	3	4	-1	7
13	Triangle United	7	2	1	4	8	10	-2	7
14	Harare City	7	2	1	4	6	9	-3	7
15	Mushowani Stars	7	1	2	4	6	9	-3	5
16	Yadah	7	1	2	4	6	11	-5	5
17	Highlanders	7	0	4	3	2	8	-6	4
18	Bulawayo Chiefs	7	0	1	6	3	15	-12	1