



Infocom News Flash

October 2003

Dear Esteemed Clients,

We greatly appreciate all the support you give us. In return we are always committed to work hard to improve our services even more to bring new ideas and state-of-art Internet and data communication technologies closer and more affordable to you to let you “think **beyond** the connection”.

Infocom relocated to new premises

I am pleased to inform you that the relocation of Infocom to Celtel House, Plot 40 Wampewo Avenue is finally complete. This will give us the necessary infrastructure for a continued expansion of our current and new services as Uganda’s leading ISP. Thank you for supporting us through this shift.

UMA Trade Fair

You are invited to the UMA Trade fair that will take place at UMA show grounds from the 8th to 13th of October 2003. Infocom will be participating and our stall will be located in the “Nice House of Plastics” building.

PhoneMail[®], new service launched

Once again Infocom introduces a new service to the Market. With PhoneMail you can read, write and manage e-mail from your mobile phone. This value added service is available free to all Infocom clients with e-mail or Internet subscription. All you need is a standard mobile phone with WAP capability. Most newer mobile phones are WAP enabled. With PhoneMail and our existing WebMail access, Infocom pioneered true Internet and data communication mobility to stay in touch with your business and friends \$ family wherever you are.

ISDN, dial-up connection offered now.

We are glad to announce that Infocom is now fully supporting ISDN connectivity through both Telco providers UTL and MTN. This connectivity will deliver high-speed dial-up access to clients for whom a permanent Metronet connection is not a viable option. ISDN provides two telephone channels and uses digital phone connectivity. With the speed of 64 kbps on one channel and 128 kbps for both channels (we support channel bundling), ISDN is tailored to business and home users who transfer lots of data from end to end. Please enquire about our ISDN subscription and the technical details for this connectivity from our sales department on 342681 or e-mail sales@infocom.co.ug.

Customer survey completed.

We are very pleased to have received an overwhelming number of returns to our client survey carried out late last year. Such an interactive client communication gives us invaluable details as to where we stand, how our clients gauge our services and what could possibly be improved. We are evaluating all answers received. We will analyze areas for improvement and make necessary alternations to ensure an even better service performance in the future.

As mentioned in the questionnaire, we are to conduct a raffle among all forms returned. This was done on 15th of April 2003 among a crowded attendance of press and media. We are pleased to announce the following winners.

- First prize: Mr. Abel Balesesa of Tral Limited
- Second prize: Bishop Masereka of South Rwenzori Diocese
- Third prize: Ms. Viola Mbabazi of Ndere Troupe

Congratulations to the winners and once again a big THANK YOU to all our customers having taken the time to respond to this survey in such a great number.

New website launched

We launched our new website earlier this year. The site is redesigned to coincide with the unveiling of Infocom's new visual identity as a part of the MSI group. Infocom recognizes that an attractive and easy-to-use web is essential to access many of the value added services we are offering and available with your subscription. Our new website has undergone a complete redesign in appearance, navigability and functionality. Just a few clicks will take you directly to the relevant pages and services such as WebMail access, Metronet or dial-up account information with real time traffic graphs and login utilization, service outage and maintenance announcements, downloading of technical documents and much more. Check out our website today.

Kampala Kids League

We are very proud to associate ourselves with the Kampala Kids League (KKL), which we have been sponsoring for many years now. The Kampala Kids League promotes sports activity in children leading to the development and enhancement of young talents. We are very proud to announce that the **Infocom junior team** took the cup in the first football season

this year. Congratulations to the successful team and the coaches! We will continue supporting this sportive spirit.

With kind regards,

Hans U. Haerdle
General Manager
Infocom



Uganda's leading Internet provider

Tel: 342681 Fax: 342192

www.infocom.co.ug

sales@infocom.co.ug

Dial-up access (countrywide):

049 5100 (local call rate within UTL network)

031 217100 (MTN)