

# WATCH “FOR YOUR INFO” ON nbc1

This week on “For Your Info”, Presenter Beulah Boois interviews Head of TV Licence, Michaela on the extension of the grace period on TV Licence penalties. Tune in every Wednesday at 19H50 and the repeat on Fridays at 18H55



Head of TV Licence, Micheala Jaeger and FYI host Beulah Boois on set getting ready for the show recording.

On 30 October 2015, the nbc announced an extension of the grace period on penalties for the renewal period 2015/16/ Beulah Boois, PR Officer in the nbc’s Corporate Communications department spoke to Michaela Jaeger, the Head of nbc TV Licence:

**B Boois: “The nbc announced the extension of the grace period on TV Licence penalties – what exactly does this mean?”**

M Jaeger: “TV licences expired on 30 September 2015. As from 1 November, 10% penalties would have been due. That is, a household or a private person would have had to pay N\$224.40 instead of N\$204 per TV set they own. However, because the TV Licence department will not be sending out invoices to households and private persons this year and because there is a critical delay in the sending out of invoices to businesses, accommodation establishments, pensioners, war veterans and the disabled, we felt that it would have been unfair to charge penalties.

As from 1 December though, penalties will be charged retroactively. Meaning that if you pay in December, we will charge penalties for November and December. For a household or a private person this would mean that they pay N\$204 plus N\$ 40.80 in penalties. In total a household would therefore owe us N\$ 244.80 per set. So it is really in the interest of the clients to pay as quickly as possible.”

**B Boois: “Why will nbc not be sending out invoices to households and private persons, but only to businesses, pensioners, war veterans, the disabled and accommodation establishments?”**

M Jaeger: “The current database that nbc has which relates to households and private persons still needs to be rectified as it contains duplications and errors. This means, that the client will be inconvenienced because he/she might get two invoices due to the misspelling of a surname. Or the invoice might never reach the client because of an incorrect post box number.

In addition to this, taxpayer’s money would be wasted because of unnecessary duplications. Two invoices sent to the same household means twice as much printing and

postage costs. We did our calculations and decided that we would rather try to save on these costs and minimize wastage by reaching households using the nbc platforms, such as radio, TV, the corporate Facebook page and the website. We also send out regular media releases in the hope that other media houses assist us in the spreading of information.

As regards the delay in the sending out of invoices to businesses, pensioners, war veterans, the disabled and accommodation establishments: We had limited control over that delay and we can only promise that we will do our best to improve on service delivery in the future. As we speak, we are trying to find alternative ways of ensuring that invoices get sent out in time in future.”

**B Boois: “People often ask why they should pay their TV licence if they do not even watch nbc.”**

M Jaeger: “Yes, that is a very common response. I think it is a great pity that people do not make use of the services and content nbc has to offer with its three TV channels and ten radio stations. Because if one looks at the costs involved in watching nbc – for a household or private person it is N\$ 17 per month per set! And for a pensioner, a war veteran or a disabled person it is only N\$ 5 per month per set – and now compare that to the amount of content you get, especially local content.

As we speak, the nbc is gearing up to cover the regional and local authority elections and judging by the amount of preparations and planning that went into this major production, the results will be stunning to watch and to listen to. One should remember that the money that nbc collects is not used only to finance television content. The money is used to finance ten local radio stations, over 55 transmitter sites and seven regional centres. This is an amazing network that requires maintenance and now that TV is being digitalized – this network also needs upgrading. And nbc is also currently carrying free-to-air channels such as One Africa, TBN EDUTV and This TV.

But even if all these arguments would not convince even the most hardened critic – as per the law the payment of a TV licence is

linked to the TV set itself and not to the content the nbc broadcasts. This means, if you own a TV set, you have to pay – even if you do not watch nbc, even if you watch only DVDs and even if you do not use the TV at all. There are ways of disposing of one’s TV if one does not use it – clients are welcome to contact the TV Licence department to engage us in this matter.”

**B Boois: “Why should I be worried if I have not paid my licence yet – nbc has never sent out TV licence inspectors.”**

M Jaeger: “That is not quite correct. In fact, nbc regularly sends out TV licence inspectors. So far, however, they have focused mainly on businesses, dealer, retailers and accommodation establishments. But obviously the time will come when nbc will focus on households and private persons as well. Just because nbc has not done something yet, does not mean that the nbc will not ever do it. For the nbc it is actually quite easy to send out inspectors. However, it is clear to everyone that nbc prefers to trust citizens to abide by the laws and that the corporation does not wish for matters to deteriorate to such an extent whereby nbc has to initiate legal steps to ensure payment of the TV licence. Instead, the nbc is looking for ways to encourage clients to pay with competitions and informa-

tion campaigns on why it is important to pay the TV licence.

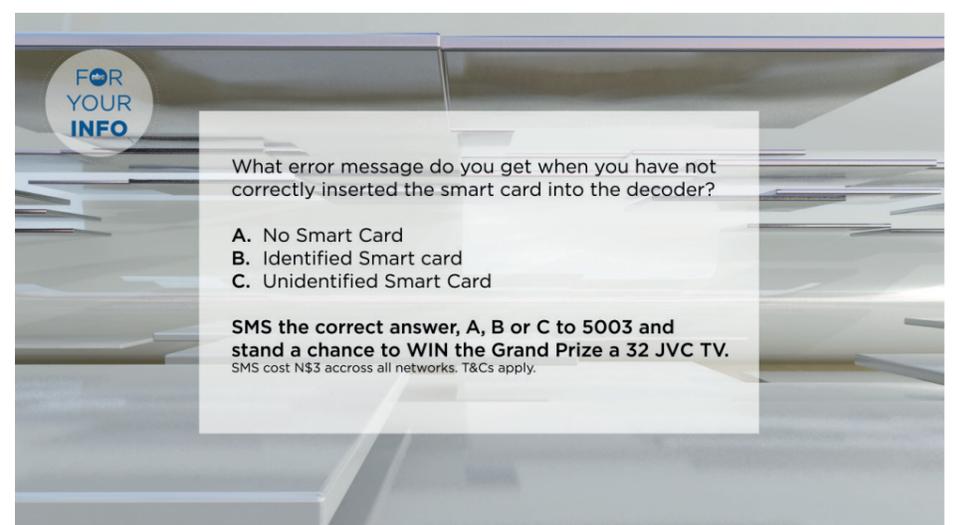
Another measure the nbc might consider is the switching off of decoders of non-paying viewers. But the corporation really prefers for every TV set owner to understand and recognize the value that nbc provides, especially to the marginalized and those that cannot afford pay-tv, as well as to those who really want to stay informed about especially local events, those who want to promote the local film industry and the local musicians and those that value the Namibian perspective of international current affairs.”

**B Boois: “If I want to renew my licence at Nampost, I have to know my TV Licence account number. Why is this so because it makes renewals difficult. I first have to find out the number from nbc and only then can I renew.”**

M Jaeger: “It is true, the process can be considered cumbersome. The nbc is partnering with Nampost because Nampost is very reliable and because Nampost has post offices country-wide. The only challenge is that Nampost does not use the same system as nbc which means that Nampost has no direct access to the TV Licence data. To renew a licence a client therefore has to know his/her account number because that number will be used to credit the account of the client. If we do not have the account number, then we do not know who exactly made the payment. This by the way also applies to EFTs and direct deposits. It is very important for the paying client to add the account number and/or the ID number in the reference field as otherwise an incorrect account might be credited.

The TV Licence department tries very hard to ensure easy access to account numbers. We have many platforms that can be used by the clients. We have the SMS number 62221, the email address tvlicence@nbc.na, the phone numbers 061 291 3111 OR 061 291 2100 and the fax line 061-250755. You can even send us mail at PO Box 321 Windhoek.

We continuously try to improve on our response time but especially towards the end of the month, we are flooded with calls and then it takes a bit longer to respond. The clients must also please bear in mind that our system is internet-based and that this sometimes affects response times. So it really is best if clients keep their account numbers in a safe place and have this number ready when they make payments.”



**FOR YOUR INFO**

What error message do you get when you have not correctly inserted the smart card into the decoder?

A. No Smart Card  
B. Identified Smart card  
C. Unidentified Smart Card

**SMS the correct answer, A, B or C to 5003 and stand a chance to WIN the Grand Prize a 32 JVC TV.**  
SMS cost N\$3 across all networks. T&Cs apply.