ALTECH®
NETSTAR
Leaders in Vehicle Tracking & Recovery

USER MANUAL AND INFORMATION GUIDE

ALTECH
NETSTAR
®
Leaders in Vehicle Tracking & Recovery

Dear Altech Netstar Subscriber

Thank you for subscribing to our service and a warm welcome to our world, where we are totally committed to providing you with the best possible service.

If your vehicle should ever be stolen or hijacked, we will want to recover it as quickly as possible and return it to you, should the circumstances allow this.

Your assistance in this process is very important. You need to understand how your unit functions, how our service operates and what to do in an emergency. So please read this manual and keep it handy (but do not leave it in your vehicle!). If you have any questions or concerns, please contact our Customer Service Centre at the telephone number provided.

Safe motoring and best wishes from the Altech Netstar Team!
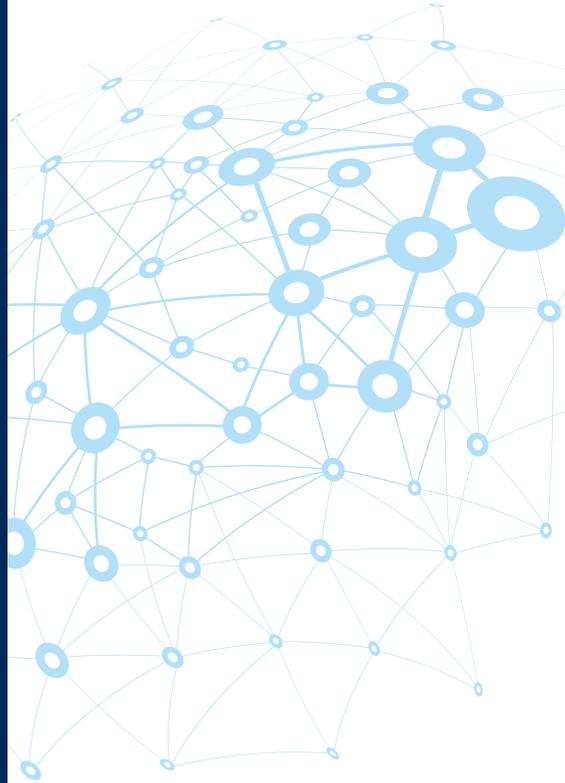
EMERGENCY NUMBER
0800 11 22 22

TELESALES NUMBER
0860 12 24 36

CUSTOMER SERVICE
011 207 5006
cs@netstar.altech.co.za

www.safeandsound.netstar.co.za

www.netstar.altech.co.za

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1 AN INTRODUCTION TO OUR PRODUCTS AND NETWORKS

ABOUT ALTECH NETSTAR

Altech Netstar pioneered the stolen vehicle tracking and recovery industry in South Africa in 1994. We are the market leader in terms of size, product range and an unsurpassed private recovery infrastructure. Altech Netstar's head office is in Midrand, with regional offices in Durban and Cape Town, and branches in Port Elizabeth, East London, George, Pietermaritzburg, Newcastle, Nelspruit, Rustenburg, Witbank, Bloemfontein, Polokwane and Zululand.

Over 12 000 Altech Netstar tracking systems are installed every month, through Altech Netstar's private network of 200 mobile technicians and through a network of 60 approved fitment centres countrywide.

Altech Netstar operations extend into Angola, Botswana,Ghana, Zambia, Mozambique,Swaziland and Namibia.

Get your own back with Altech Netstar!

ABOUT OUR PRODUCTS

There are two primary communication platforms for tracking and recovering vehicles. One is based on radio frequency (RF) and the other is based on a combination of GSM (Global System for Mobile Communication) and GPS (Global Positioning System) technology. RF requires a radio network to transmit and receive signals and GSM requires a GSM network to transmit and receive signals using SMS or GPRS (General Packet Radio Service).

There are advantages and disadvantages to both platforms. For example, GSM/GPS can provide pinpoint accurate

positioning, as long as the vehicle has a "view of the sky" enabling the unit to obtain a GPS position. RF, on the other hand, only provides an approximate position, which is adequate for recovery purposes and we are able to activate and track these units outside of our networks. Thus, if the vehicle is in a remote territory, which may not have any RF or GSM network coverage, our recovery aircraft can activate the unit and track and recover it.

Altech Netstar markets a wide range of products, which are RF-based, GSM-based, or a combination of the two.The RF products operate within our proprietary networks, which cover all urban areas, all major towns and most minor towns in South Africa.The networks also cover many highways and rural areas and are also found in countries in Southern Africa such as Namibia, Botswana, Swaziland and Zambia and we are able to activate, track and recover vehicles that are within these networks.

We are also able to activate, track and recover vehicles that are outside of our propriety networks, such as in Mozambique or Swaziland. The GSM products are reliant on the GSM network used by Altech Netstar and cannot operate or be tracked and recovered when outside GSM coverage. SIM cards used in the GSM range of products have not been enabled for cross border roaming. If you are planning to travel outside the borders of South Africa and require your vehicle to be tracked, please contact our Customer Service Centre and request activation of international roaming.
Note: International roaming is not available on Safe and Sound Basic.

Our products and services are divided into three categories:

**Stolen Vehicle Tracking and Recovery (SVR),
Fleet Management, and
Stolen Asset Recovery (SAR).**

2 STOLEN VEHICLE TRACKING & RECOVERY (SVR) PRODUCTS

2.1 SAFE AND SOUND NANO

Safe and Sound Nano is a wireless RF "phone-in" system which has an internal battery life of minimum 3 years. The unit is activated from our Control Centre, or from a tracking aircraft/response team, when a theft or hijacking has been reported to our Emergency Control Centre. Once verified the unit will be activated and recovery crews dispatched. (Please ensure that all your contact details are correct and up to date.) *Note: Once the unit has been activated, and the vehicle recovered, the unit needs to be replaced by a certified Altech Netstar fitment technician.*

2.2 SAFE AND SOUND STOLEN VEHICLE RECOVERY PRODUCTS:

As car thieves became more sophisticated, and made use of GSM jamming devices to "silence" GSM-based tracking systems, it became clear that the road forward was to enhance our renowned Stolen Vehicle Recovery products and services by combining the use of RF and GSM/GPS technologies in one product. Our new, advanced tracking unit makes use of the recovery advantages offered by RF, GSM/GPS and our unique JammingResist™ Technology which notifies us in the event of GSM signal tampering. This enhancement in the unit enables delivery of pinpoint positioning together with our well-established recovery service. *Refer to page 14.*

JammingResist™ Technology is incorporated in all the Safe and Sound Services i.e. Safe and Sound, Safe and Sound Plus, and Safe and Sound Early Warning.

As there are different versions with similar functionality, please refer to your fitment certificate or contact Customer Services should you not be sure which variant is installed in your vehicle or which service is enabled. Please note that some services may have optional extras, such as panic buttons.

2.2.1 Safe and Sound Basic

The *Safe and Sound Basic* Service is a "phone-in" service, which means that you have to phone the Altech Netstar emergency number in the event of a theft or hijacking. The unit can be activated from our Control Centre or from a tracking aircraft/response team. Once a theft or hijacking has been reported and verified, the unit will be activated and recovery crews dispatched. In order to confirm or cancel activation a telephonic security check will be done with you. (Please ensure that all your contact details are correct and up to date.)

The Safe and Sound Basic Service provides limited functionality through its dedicated website **www.safeandsound.netstar.co.za** and smartphone app. Kindly proceed to the Safe and Sound website to register or download the Safe and Sound App (for Android and iOS) from the relevant app store.

For unit activation information, refer to point 4.1 Stolen Vehicle Tracking and Recovery Service from page 8 to 10 of this manual.

2.2.2 Safe and Sound Plus

The *Safe and Sound Plus* Service is a "phone-in" service, which means that you have to phone the Altech Netstar Emergency Call Centre in the event of a theft or hijacking. The unit can be activated from our Control Centre or from a tracking aircraft / response team. Once a theft or hijacking has been reported and verified, the unit will be activated and recovery crews dispatched. In order to activate or cancel activation your identity will be verified. (Please ensure that all details are correct and up to date.)

The Safe and Sound Plus Service provides various additional functions through its smartphone app and dedicated website **www.safeandsound.netstar.co.za**. Kindly proceed to the Safe and Sound website to register or download the Safe and Sound App (for Android and iOS) from the relevant app store. *Refer to page 14.*

For unit activation information, refer to point 4.1 Stolen Vehicle Tracking and Recovery Service from page 8 to 10 of this manual.

2.2.3 Safe and Sound Early Warning

With this service, the unit transmits alert signals to the Control Centre in the event of theft or being towed away, if the vehicle has been parked and the unit armed. It can also operate as a phone-in system.

### A) Safe and Sound Early Warning with remote arming device (key-ring activator)

Arming: When you have parked and locked your vehicle, arm the unit by pressing the activator button (i). The siren will beep once, indicating that the unit is armed.

Disarming: Before re-entering your vehicle, disarm the unit by pressing the activator button (i) once. The siren will beep twice, indicating that the unit is disarmed.

Private and Business Buttons:
If you want to use the Tax Logbook functionality, you can mark trips as private or business by pressing the appropriate button ["P"= private (ii) and "B" = business (iii)] on the key-ring activator once the trip has started or after the trip has been completed. (Maximum time of 1 minute to select trip type after completion of trip).
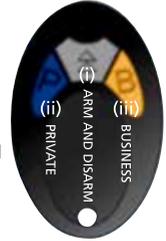
Note: The LED on the key-ring activator will flash purple when you select the type of trip and the tracking device will always take the last selected button pressed to mark the trip type. If you wish to amend the trip type you are able to do so via the Safe and Sound website or the Safe and Sound App (available for Android and iOS).

B) Safe and Sound Early Warning with remote tag:

When preferred, a proximity tag is supplied that has to be attached to the key-ring. Arming and disarming happens automatically based on the presence or absence of the tag. Should this tag not be inside the vehicle or within a few metres thereof, in the event of ignition, the unit will activate and send a violation signal to the Control Centre. *Note: If this option (B) is chosen, no siren functionality will be available.*

The Safe and Sound Early Warning Service provides various additional functions through its dedicated website **www.safeandsound.netstar.co.za** and smartphone App. Kindly proceed to the Safe and Sound website to register or download the Safe and Sound App (for Android and iOS) from the relevant app store.

For unit activation information, refer to point 4.1 Stolen Vehicle Tracking and Recovery Service from page 8 to 10 of this manual.

2.3 BOOMERANG

Boomerang, which includes a panic button, is a compact mobile GSM/GPS product in the asset and personal tracking category that allows you to monitor assets or a person whenever you need to. You are able to attain real time location and reports via an easy-to-use website. Boomerang operates on both a phone-in basis or by sending a panic signal when the panic button on the unit is pressed. The unit's signals will be tracked by the Control Centre once the asset has been reported stolen or the person reported missing. When Netstar receives a panic signal, we will attempt to make telephonic contact with the registered owner of the unit that is transmitting this signal. If no contact can be made or correct authentication cannot be established (it is imperative to update your contact details regularly), a response to track and recover the asset or person will be initiated if you have subscribed to the product option that includes Altech Netstar's recovery service. Kindly call 011 207 5591 to set up a user name and password and then proceed to **https://vigilcloud.netstaronline.net** to login and start tracking your unit.

2.4 PRODUCT WARRANTY

The unit installed in your vehicle is covered under the Altech Netstar warranty for:

- 12 months from date of installation, if purchased on a cash basis.
- 24 months from date of installation, if purchased on a 24-month rental basis.
- 36 months from date of installation, if purchased on a 36-month rental basis.

The installation of your unit has been undertaken by trained and qualified technicians and this installation carries a warranty period of 12 months by the Fitment Centre.

2.5 WARRANTY FOR LIFE

You have a free Lifetime Warranty on the Altech Netstar unit and installation in your vehicle, for as long as you remain a subscriber with this vehicle. To activate this Lifetime Warranty, please go to the Customer Zone on our website, **www.netstar.altech.co.za**, register and click on the Lifetime Warranty tab.

Also available, optional Recovery Service Warranty with Safe and Sound Early Warning, in the unlikely event of us not recovering your vehicle.
Terms and conditions apply.

3 FLEET MANAGEMENT PRODUCTS

The following products provide Fleet Management functions, in addition to Stolen Vehicle Tracking and Recovery:

- Vigil Easy Fleet
- Vigil
- Vigil Pro
- Vigil Smart
- Vigil CabComms
- Vigil Bureau
- Vigil Camera
- Vigil Fuel Card
- Vigil Dispatch

- Vigil FleetPro
- Vigil Satellite
- Vigil Trailer
- Vigil Safety And Compliance
- Mining Safety
- Accident Manager
- JammingResist™
- Fuel Management Solution

These products all have tailored, advanced functions and services and include Altech Netstar's Stolen Vehicle Tracking and Recovery Service.
Please go to **www.netstar.altech.co.za** for more information on fleet management products.

3.1 PRODUCT WARRANTY

All fleet management products and installations carry a standard 12-month warranty. Any malicious or third-party damage, or interference with the tracking unit or any of its components will not be covered under the product warranty.

4 ALTECH NETSTAR SERVICE

As a subscriber, you will experience service from two different parts of Altech Netstar. The first is our Stolen Vehicle Tracking and Recovery Service, co-ordinated from the 24/7 Control Centre, where agents are on standby to direct the recovery of your vehicle. The Emergency Control Centre can be contacted 24/7 on **0800 11 22 22.**

The second service area is our Customer Service Call Centre. This call centre operates during normal business hours and is there to assist you with non-operational queries, such as changes of personal details or account queries. Our Customer Services team can be contacted telephonically on **011 207 5006** or email your query to **cs@netstar.altech.co.za.**

4.1 STOLEN VEHICLE TRACKING AND RECOVERY SERVICE

Altech Netstar has a dedicated, private, stolen vehicle recovery infrastructure throughout Southern Africa. To maximise our recovery ability, we dispatch air recovery crews on every reported case, weather permitting. Our tracking aircraft are based at 12 airfields around the country. These air response teams are supported by well-trained, armed ground response teams.

The Stolen Vehicle Recovery Service is co-ordinated through one centralised call centre in Southern Africa. Our response teams work closely with the SAPS and often a team of SAPS members is present during a vehicle recovery. However, we do not rely on the SAPS to recover stolen or hijacked vehicles.

Once a vehicle has been recovered, arrangements for the convenient hand-over of the vehicle to the owner are made. Typically, the owner would meet the recovery team at the recovery scene and take possession of the vehicle.

Alternatively the vehicle may be driven or towed to the offices of Altech Netstar. Please note that when a vehicle has been damaged, towing may be necessary. We will arrange for this free service, but it is undertaken at the risk of the owner. In cases where the vehicle must be handed over to the SAPS, the owner is kept informed during the process.

The national emergency number for the Stolen Vehicle Recovery Service is:

0800 11 22 22

Dial this number from anywhere in South Africa and you will be connected to the Control Centre. Please record this number in a safe place, or preferably memorise it. Should you require the service whilst in Namibia,Botswana, Swaziland, Zambia, Ghana or Mozambique, please contact the Altech Netstar Control Centre in that country, using the contact details on page 15 of this booklet. The different ways in which a recovery service can be initiated are explained in the following sections.

4.1.1 Phone-In Activation

If your vehicle has been stolen or hijacked, telephone the emergency number and an agent will request certain information from you regarding the incident. Please be patient during this brief process, as it is important that the agent verifies the identity of the caller and the circumstances of the incident. We do not require unique passwords (although you can elect to have one linked to your vehicle). For your own peace of mind, all calls are voice-logged.

Ground and air recovery crews will be dispatched immediately. You will be kept updated during the recovery process. Once your vehicle has been recovered, you will be contacted to make arrangements for collection of the vehicle from Altech Netstar.

Please note that if the vehicle has been used in a crime, the SAPS may require it for forensic purposes, but we will assist where possible to ensure a quick release from the SAPS. In the unlikely event of your vehicle not being recovered, you will receive a detailed case report the following working day, containing all information relevant to the search operation.

4.1.2 Hijack Panic Activation

Safe and Sound Early Warning systems have a panic button as a standard feature. A panic button is available as an option with Safe and Sound Basic and Safe and Sound Plus. To activate this, press the button and the unit will start to transmit a coded signal, identified as a panic signal, to the Control Centre. Netstar will attempt to make contact with the registered owner/driver of the vehicle transmitting this signal.

If no contact can be made or correct authentication cannot be established (it is imperative to update your contact details regularly), a response to track and recover the vehicle will be initiated and the recovery crews will be alerted to the fact that a victim may be inside the vehicle. These highly trained and experienced recovery officers will undertake the recovery with extreme caution.

If you think you may have accidentally pressed the panic button, simply telephone the Control Centre and inform the operator, who will ask you a few detailed authentication questions to confirm that all is in order.

4.1.3 Tow-Away Activation

This is a feature of the Safe and Sound Early Warning service that sends a violation signal to the Control Centre as soon as the vehicle is towed away. On receipt of a tow-away signal, Netstar will attempt to contact the registered driver/owner. If no contact can be made, a response will be initiated.

4.1.4 Theft Ignition Activation

This is a feature only available with the Safe and Sound Early Warning service. On receipt of an "unlawful activity" signal, Netstar will attempt to contact the registered driver/owner. If no contact can be made, a response will be initiated.

4.2 TESTING SERVICE

The GSM/GPS-based units automatically transmit health checks at pre-determined intervals. However, we strongly advise subscribers to register on our Customer Zone where the functional status of your unit will be available.

You will also be able to conduct various transactions online, such as ensuring your details are captured correctly and retrieving your fitment certificate.

Go to **www.netstar.altech.co.za** and click on the Customer Zone tab to register. Alternatively contact the Customer Care Centre on **011 207 5006** every few months and request a free test. Not only does this provide the subscriber with peace of mind, but it engenders confidence in how to contact us and use the system and, very importantly, it provides the opportunity to update your contact details which may have changed.

Please remember that the GSM/GPS products can provide an accurate description of the vehicle location, therefore you are able to view the unit functional status on the applicable website or mobile app.

4.3 CUSTOMER SERVICE

Please contact our Customer Service Call Centre and you will be assisted by a trained agent (this excludes recovery matters).

Tel: **011 207 5006**
Email: **cs@netstar.altech.co.za**

We encourage you to log onto our website **www.netstar.altech.co.za** and visit the Customer Zone, through which you can update your personal details, request changes to your personal information and view the functional status of your unit without having to telephone the Call Centre. The types of queries handled by the Call Service Centre include, website support, balance enquiries, statement and invoices, and testing of units.

5 FREQUENTLY ASKED QUESTIONS

Why can't I arm my Safe and Sound Early Warning system?

• You may be standing too far away from your vehicle.

• The batteries in your remote activator may need replacing.

• There may be some other form of radio interference in the area in which you are parked.

• Your remote arming device may be faulty. Test this by using your spare remote if you have one or alternatively visit an Altech Netstar fitment centre for assistance.

Will you recover my vehicle outside of your networks?

Yes. Altech Netstar recovery crews transport a mobile network unit on every recovery operation. This enables them to track and recover vehicles outside our RF networks. If your vehicle is stolen or hijacked outside our networks, telephone the Control Centre without delay and we will send an air recovery service to the area in which your vehicle was stolen and commence the search.

If your unit is in transmission mode and it enters one of our RF networks, we will intercept the signal and initiate a response. It is, however, not possible to recover a GSM unit outside the GSM network. The GSM network we use is comprehensive, covering most areas of the country.

What happens when the battery is disconnected from my vehicle?

A battery disconnect SMS is sent to you. This SMS may also be generated if the unit is removed from the battery.

What happens after you recover my vehicle?

The Control Centre will keep you updated during the recovery process and every effort will be made to hand the vehicle back to you once it has been recovered.

What happens if you do not recover my vehicle?

Even though we have a very good recovery rate (up to 9 out of 10) and a very fast average recovery time (around 48 minutes), we are not always successful. In such cases we keep looking for the vehicle, both within and outside South Africa.

There have been cases when a vehicle is recovered some time after the theft. One of the main reasons for not recovering the vehicle is the delay in reporting the theft or hijacking. It is thus very important to immediately notify Altech Netstar once you are aware that your vehicle has been stolen. In the unlikely event of the vehicle not being recovered immediately, Altech Netstar would contact you the next working day to supply you with a detailed case report on the recovery activity.

My Safe and Sound Early Warning alarm went off and you did not inform me. Why not?

There are three possible reasons for this.

• Firstly, if you deactivated your alarm shortly after the alarm sounded, the unit would not have started transmitting, as there is a short delay between the time of the alarm going off and the time it starts to transmit a distress signal.

• Secondly, the Control Centre may not have received a signal. If we do not receive signals from your vehicle whilst it is stationary, then it is probably due to some form of interference, due to buildings or physical terrain. However, once the thief starts the vehicle and drives off, the cause of the interference should be eliminated and the Control Centre will receive the signals and respond accordingly.

Please note that the Early Warning system is not designed to protect the contents of your vehicle, but rather to inform Altech Netstar that your vehicle has been stolen.

• A third reason is that the Control Centre may not have your latest contact details. It is very important to always inform Altech Netstar the moment you change any contact details.

Are there any additional costs to the Altech Netstar service?

No. Your monthly subscription covers free tracking and recovery within South Africa and within other countries where we offer this service.

However, should your vehicle be recovered in another country, there may be costs involved in transporting it back to you. These costs will be negotiated with you and your insurer, in the event of your vehicle being recovered outside of South Africa.

What happens if I sell my vehicle?

As an existing subscriber, you will qualify for a special price on a unit for your new vehicle. We would prefer that you do not transfer your unit from your existing vehicle to the replacement vehicle. To encourage this, we will provide you with a new unit at a discounted fee. Please contact the Customer Service call centre for more information on this and to confirm any contractual commitments that you may have.

Tel: 011 207 5003
Email : cs@netstar.altech.co.za

6 CERTIFICATE OF INSTALLATION

FITMENT CENTRE _____

FITMENT DATE _____

CONTACT PERSON _____

TEL NO _____

VEHICLE TYPE _____

REG NO _____

OWNER _____

ALTECH NETSTAR ACCOUNT NUMBER _____

ALTECH NETSTAR CUSTOMER SERVICE _____

TEL NO _____

FAX NO _____

☐ SAFE AND SOUND NANO

☐ PERMANENT REGISTRATION

☐ SAFE AND SOUND BASIC

☐ TEMPORARY REGISTRATION

☐ SAFE AND SOUND PLUS

☐ SAFE AND SOUND EARLY WARNING

ACCESSORIES FITTED _____

OTHER _____

THIS IS TO CERTIFY THAT THE ABOVE VEHICLE HAS BEEN FITTED WITH A TRACKING AND RECOVERY SYSTEM FROM

ALTECH NETSTAR
Leaders in Vehicle Tracking & Recovery

7 ALTECH NETSTAR QUESTIONNAIRE

THANK YOU FOR CHOOSING ALTECH NETSTAR

At Altech Netstar we are proud of the high level of service that we deliver to all our clients. To ensure that we continue to offer service of the highest quality, we would like some feedback from you, our valued customer. It will only take a moment of your time to complete the following questionnaire. Please mark the appropriate box with a cross (X).

Were you assisted in A HELPFUL AND FRIENDLY manner? ☐ YES ☐ NO

Did the fitment centre clearly EXPLAIN HOW YOU OPERATE YOUR ALTECH NETSTAR SYSTEM? ☐ YES ☐ NO

Were you told WHAT STEPS TO TAKE IF YOUR VEHICLE IS HIJACKED OR STOLEN? ☐ YES ☐ NO

Were all your queries about Altech Netstar ANSWERED TO YOUR SATISFACTION? ☐ YES ☐ NO

WILL YOU RECOMMEND ALTECH NETSTAR to your friends/family/colleagues? ☐ YES ☐ NO

Do you have any comments?

NAME _____ COMPANY _____

CONTACT TEL _____ FITMENT CENTRE USED _____

EMAIL _____ VEHICLE REG NO _____

DATE OF INSTALLATION _____

Please **scan and email** the completed form to: **cs@netstar.altech.co.za**

8 SAFE AND SOUND PRODUCT RANGE

	SAFE and SOUND+ EARLY WARNING	SAFE and SOUND+ PLUS	SAFE and SOUND	SAFE and SOUND NANO
DRIVER SAFETY AND PEACE OF MIND				
Stolen vehicle recovery (SVR)	✓	✓	✓	✓
Recovery Service Warranty (Optional)	✓			
Product Lifetime Warranty	✓	✓	✓	
JammingResist™	✓	✓	✓	
Battery Low/Disconnect	✓	✓	✓	
Wireless Panic	Included	Optional	Optional	
Early Warning	Included			
User Selftest (Premium rated SMS)	✓	✓	✓	✓
Impact Detection	✓	✓	✓	
EARLY WARNING FEATURES				
Auto Arm Tag	✓			
Three Button Remote (KRA)	✓			
Siren (Only with KRA option)	✓			
Geo-Fence Alert	✓			
CONVENIENCE FEATURES				
Trip Replay (Last 32 days on map)	✓	✓		
SARS logbook	✓	✓		
Private/Business push buttons	✓			
Trip Reports	✓	✓		
Vehicle Status	✓	✓	✓	
Licence Alert	✓	✓	✓	
Service Alert	✓	✓	✓	
Share Vehicles	✓	✓		
DRIVER BEHAVIOUR ALERTS				
Harsh Braking	✓	✓		
Harsh Acceleration	✓	✓		
Harsh Cornering	✓	✓		
Rapid Lane Change	✓	✓		
Over Speeding	✓	✓		
CONNECTED DRIVER				
Customer Portal (Unit functionality)	✓	✓	✓	
Website	✓	✓	✓	
Smartphone App	✓	✓	✓	

9 BRANCH OFFICES CONTACT DETAILS

LOCATION	EMERGENCY NUMBERS	BRANCH CONTACT NUMBERS
Midrand, Gauteng	0800 11 22 22	011 207 5000
Cape Town	0800 11 22 22	021 528 2900
Port Elizabeth	0800 11 22 22	041 395 3100
East London	0800 11 22 22	043 783 5700
George	0800 11 22 22	044 874 7019
Durban	0800 11 22 22	031 569 9500
Richards Bay	0800 11 22 22	035 780 0200
Pietermaritzburg	0800 11 22 22	033 345 0637
Newcastle	0800 11 22 22	034 312 2128
Nelspruit	0800 11 22 22	010 060 9870
Bloemfontein	0800 11 22 22	051 400 0100
Polokwane	0800 11 22 22	015 292 8000
Witbank	0800 11 22 22	013 690 1997
Rustenburg	0800 11 22 22	014 537 3189
Windhoek, Namibia	+264 61 222 329	+264 61 222 329
Gaborone, Botswana	+267 395 6482	+267 395 6482
Luanda, Angola	+244 940 790003	+244 940 790003
Lusaka, Zambia	+260 211 231 076	+260 211 231 076
Mbabane, Swaziland	+268 2404 0946	+268 2404 0946
Accra, Ghana	+233 027 81570	+233 027 81570
Beira, Mozambique	+258 23 357 053	+258 23 357 053
Maputo, Mozambique	+258 013 744 0313	+258 013 744 0313
Kenya, Uganda, Rwanda	+2547 123 456 45	+2547 123 456 45
Dubai, UAE	+971 50 6249276	+971 50 6249276
Ampang, Malaysia	+09 603 4 259 7000	+09 603 4 259 7000
Altech Netstar International	+27 11 207 5354	+27 11 207 5354

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