

# THEORY of CHANGE

## NetOne

### What is the problem we are trying to solve?

Low rates of internet connection in Angola due to lack of telecom networks and infrastructure

### What do we invest into the project?

#### Inputs

Project design and engineering  
Hardware and software  
Know-how and expertise  
Highly trained staff  
Logistics services

### What are we doing to bring about change?

#### Activities

Network configuration  
Installation of transmission antennas  
Brand creation and launch  
Hardware import  
Software development and settings  
Establishment of sales points  
Equipment sales  
Internet service provision  
Post-sale customer service  
Service management

### What will change in the short term?

#### Outputs

New wi-fi network of voice and data communications using WinMax (micro-wave) technology  
Broadband internet service accessible in areas unserved by telecom infrastructure  
Low cost and easy-to-use technology available to public

### What are the wider benefits we work to achieve?

#### Outcomes

Increased number of people accessing telephone and internet service nationwide  
Possibility for internet users to connect in previously unserved areas  
General improvement in the quality of communications provided in the country  
Increased opportunities for social, learning, cultural and leisure activities for a broader part of the population  
Increased business opportunities provided by internet access  
Higher efficiency and quality of public services  
Improvement of teaching quality

### What is our purpose / long term change?

#### Impact

Promote social inclusion and cohesion through the greater access to information and communication technologies

### Beneficiaries

Telecommunications users: individuals, households, businesses, public institutions

### Stakeholders

Angolan Central and Local Government  
Telecommunications companies  
Schools, public institutions, private businesses, end users