

THE CRANICLES

July - December 2014 Edition



From left: Ms Hilma Hitula, CRAN Acting CEO, an official from the Chinese Embassy in Windhoek, Mr Houlin Zhao, ITU Deputy Secretary-General and Mrs Anne-Rita Ssemboga, ITU Programme Officer for Southern Africa.



Melvin appointed as Head UAS

Page 8



ICT Summit

Page 9



ITU Plenipotentiary in Busan, South Korea

Page 10

2014 MARKET REPORT LAUNCHED



Helené Vosloo, Head of Economics and Sector Research

The Communications Regulatory Authority of Namibia's (CRAN) Head of Economics & Sector Research, Helené Vosloo, launched the first Telecommunications Sector Performance Review (TSPR) Report on 9 July 2014. The TSPR evaluated the developments within the ICT sector for the year 2013. An updated version will be published annually as new data becomes available. The review takes into account the following:

- The financial health and performance of Namibian telecommunications operators;
- Consumer price developments;
- Changes in the competitive landscape; and
- The general trend of the year under review.

Presently, Namibia has two telecommunications operators, Telecom Namibia Limited and Mobile Telecommunications Limited (MTC). Both are majority state owned or entirely state owned, offering national voice services.

Having state-owned operators only is a major concern, as it reduces competition and creates higher consumer prices. While it may be too early to evaluate the impact of the consumer price and quality of service on the ICT sector, what is apparent is the fact that Telecom Namibia and MTC do not act as though they are owned by the same holding company, but seem to compete as independent entities. The above conduct is attributable to the fact that MTC is being managed by Portugal Telecom.

(The report can be found on the CRAN website: www.cran.na)

INFRASTRUCTURE SHARING STUDY

CRAN published its report on the outcomes of the Infrastructure Sharing Study it conducted on 10 July 2014. The report contains the following:

- a) Underlying objectives of infrastructure sharing;
- b) Types of infrastructure sharing;
- c) Benchmarking with other countries;
- d) Rights of way;
- e) Regulatory frameworks for infrastructure sharing; and
- f) CRAN's viewpoint on infrastructure sharing in Namibia.

Infrastructure sharing has a number of advantages for the ICT sector, such as:

- Reducing investment requirements for infrastructure investments;
- Offering a new source of income;
- Releasing capital for strategic investments and new services; and
- Decreasing the barrier to market entry for new players.

For more information on the report and an in-depth explanation on the different types of infrastructure sharing, read the Government Gazette No. 5505, Notice No. 192, dated 10 July 2014.

DTT COVERAGE: THE FACTS



The crossover from Analogue to Digital Terrestrial Television (DTT) has fared well thus far. Namibia's DTT switch over plan, which currently stands at 69.4%, has been commended as one of the best in Southern Africa. In excerpts taken from the Digital Broadcasting Switchover Forum, NBC's Aldred Dreyer, delivered a presentation that outlined the status of DTT coverage in the country as well as the challenges they faced.

(See the full presentation here:

[http://www.cto.int/media/events/pst-ev/2014/DBSF/Aldred %20Dreyer.pdf](http://www.cto.int/media/events/pst-ev/2014/DBSF/Aldred%20Dreyer.pdf))

ITU DEPUTY SECRETARY GENERAL VISITS NAMIBIA

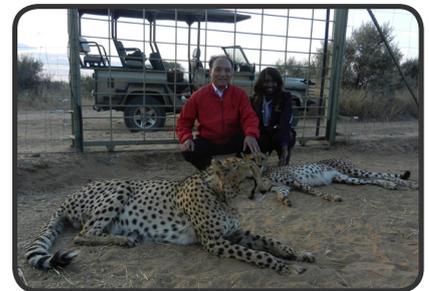
The International Telecommunications Union's (ITU) Deputy Secretary-General, Mr. Houlin Zhao, accompanied by ITU Programme Officer for Southern Africa, Mrs. Anne-Rita Ssemboga, visited Namibia for the first time from 30 July 2014 to 01 August 2014.

His visit to Namibia was part of a familiarisation trip to Member States within Southern Africa. CRAN was privileged and honoured to host Mr. Zhao as one of the first high-ranking officials of ITU.

Mr. Zhao was appointed Secretary General of the ITU, on 22 October 2014, during the ITU Plenipotentiary conference in Busan, South Korea.



Mr Zhao with Mr Lazarus Jacobs, Chairperson: CRAN Board of Directors



Mr Zhao with Ms Morna Ikosa, Acting Head: Communications and External Relations, at the N/a'an Ku Se Conservation.



Ms Hilma Hitula, Mr Zhao, Prof. Lazarus Hangula, UNAM Vice-Chancellor and Mr Lazarus Jacobs



Mr Houlin Zhao at the National Museum of Namibia, in Windhoek



Mr Zhao with Hon. Joel Kaapanda, Minister of Information and Communications Technology



Mr Zhao with Ms Morna Ikosa

Mrs Anne-Rita Ssemboga, ITU Programme Officer for Southern Africa, Ms Hilma Hitula, CRAN Acting CEO, Mr Lazarus Jacobs, Mr Zhao and Dorethea Westhofen-Kunz, Director of the Namibia Business Innovation Centre.



NAMIBIA COMMUNITY BROADCASTING NETWORK AGM



Mr Jochen Traut, CRAN Chief Operations Officer

Mr Jochen Traut, CRAN's Chief Operations Officer, attended the Community Broadcasting Network annual general meeting on 21 September 2014. The purpose of the meeting was to answer questions raised by stakeholders regarding the status and future of community broadcasting in Namibia.

At the meeting, Mr Traut said: "I believe that the challenges faced by community broadcasters is due to the fact that there is a decline in donor funding and organisations are reducing advertising budgets, while the number of broadcasters are increasing. NBC provides broadcasting services country wide in all nine language channels, hence advertisers may prefer to advertise on NBC rather than Community Broadcasters. I honestly believe that broadcasting in local languages is a key element to the success of any community broadcaster".

CRAN supports community broadcasters, but there are no financial or technical support schemes from Government or CRAN to assist broadcasters. CRAN is busy finalising a broadcasting code of conduct that will be applicable to all broadcasters.

The broadcasting code will look at:

- Incorrect, defamatory or injurious matters, which has been broadcasted.
- Prescribed types of content produced in Namibia.
- The amount and nature of advertisements that may be broadcasted.
- Broadcast of advertisements that are degrading or offensive.
- Duties that will improve the quality of service provided by broadcasters.

ISSUING OF BROADCASTING LICENCES

The Communications Act, 8 of 2009 empowers CRAN, under Chapter VI (Broadcasting Services), to issue broadcasting licenses.

In terms of section 85, broadcasting licences may only be awarded to applicants who are:

- (a) Namibian citizen or an entity controlled by Namibian citizens;
- (b) An entity of which at least 51% of the shareholding beneficiaries are Namibian citizens; and
- (c) An entity based or registered in Namibia.

Every application for a broadcasting service licence must be made in the prescribed form and be accompanied by:

- (a) The prescribed application fee;
- (b) The prescribed deposit, if any;
- (c) The applicants proposals in relation to the nature of the service and a programme schedule in regard to the daily transmission time allocated to different programmes;
- (d) A statement of account setting out the financial resources available to the applicant to conduct a broadcasting service; and
- (e) Such other information CRAN may deem necessary in order to decide on the ability to provide the broadcasting service.

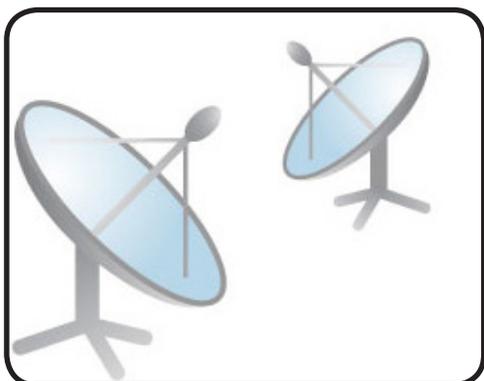
In the event of the application is unsuccessful, CRAN will refund all the amounts paid by the applicant without any interest. CRAN must cause notice to be published in the *Government Gazette* of every application for the issue of a broadcasting licence received by it.

When considering an application for a broadcasting service licence, CRAN considers a number of factors, which range from the character of the applicant, to the desirability of giving priority to community based broadcasts.



CRAN is also mandated to ensure that the allocation of spectrum for broadcasting is done in such a manner as to ensure the widest possible diversity of programming and the optimal utilisation of spectrum. The Act also requires CRAN to ensure that it carries out its mandate of implementing fair competition and consumer protection in the broadcasting.

Other factors that CRAN takes into account are the adequacy of the expertise, experience and financial resources available to the applicant, whether the applicant is likely to comply with such technical broadcasting standards as CRAN may prescribe and the reservation of radio wave spectrum for future use. Once a broadcasting licence has been granted by CRAN, which decision is final, notice is then given in the *Government Gazette* and to the applicant. The process in its entirety is subject to the provisions of Article 18 (Administrative Justice) of the Namibian Constitution.



CRAN APPOINTS HEAD: UNIVERSAL ACCESS AND SERVICES PROJECTS

CRAN appointed Melvin Angula as Head of the Universal Access and Services Project (UAS) effective 1 October 2014. Mr Angula previously held the position of Electronic Engineering and Projects at CRAN.

“With the guidance of the Communications Act and the UAS regulations to be set, my aspiration is to help create an environment of availability, accessibility and affordability through Universal Access and Service for all Namibians, and to assist in closing our nation’s digital divide gap”, said Mr Angula.

Mr Angula intends to finalise a market gap analysis for Namibia, to enable CRAN to determine which areas should be strategically targeted, and what technologies will best suit the communities being served in those specific areas. Future enactment of part 4 of the Communications Act will enable CRAN to finalise the UAS regulations that will provide guidance on how the Universal Access Fund will be administered.

A bank account for the Universal Service Fund (USF) will be created and the funds will be used to defray the expenses directly relating to the administration, control and accounting of the USF, and for paying subsidies to licensees to fund the provision of services or infrastructure.

Mr Angula is a candidate for a Master’s degree in ICT Policy and Regulation at the University of the Witwatersrand in Johannesburg, South Africa. He holds a Certificate in Telecommunications Policy, Regulation and Management and a National Diploma in Information Systems Administration.



Mr Melvin Angula, Head of Universal Access and Services Projects

CRAN'S PRESENTATION ON PROMOTING ICT DEVELOPMENT THROUGH UNIVERSAL ACCESS AND SERVICES AND THE REGULATORY FRAMEWORK



Mr Jochen Traut

CRAN recently held a presentation at the National ICT Summit organised by Telecom Namibia and the Ministry of Information and Communication Technology (MICT). The Summit was held at the Country Club on 6 October 2014.

During the presentation, Jochen Traut, CRAN's Chief Operations Officer said: "In order to meet the objectives of the Communications Act and to promote ICT development, CRAN is in the process of developing a future spectrum assignment strategy and will consult with the public and industry through *Government Gazettes*, public hearings and stakeholders meetings in order to garner their support and valuable inputs. CRAN is also reviewing spectrum fees and digital dividend spectrum bands and will engage the public through the formal rule-making procedures".

Furthermore, Mr Traut, indicated that CRAN is in the process of drafting regulations as per the provisions of Part 4 of the Communications Act. These regulations will set the regulatory framework for Universal Access Service, which includes the universal service levy. The Universal Access and Service department will identify areas where telecommunication services and access need to be deployed while evaluating technologies such as TV White Space to render affordable, and high

quality services.

Currently, only telecommunications licences will be subject to these regulations until such a time that the Communications Act is amended to include broadcasting and postal licensees. The money in the Universal Access and Service fund may be used by telecommunications services for two purposes: to defray the expenses directly relating to the administration, control and accounting for the Universal Service Fund, and for paying subsidies to licensees to support the provision of services or infrastructure.

CRAN also published the proposed Numbering Plan for further public comments. The Numbering Plan will make provision for Number Portability and this process will take about two years.

A rule-making process for type approval and quality of service regulations has also been completed. The proposed regulations are pending final approval from CRAN's Board of Directors. Lastly, Mr Traut stated that CRAN will soon commence with the infrastructure sharing regulations consultation process. Infrastructure sharing is a tool to lower barriers to entry for new licensees and lower capital investment requirements to offer a wider array of products and services to the consumer all over Namibia.

ITU PLENIPOTENTIARY IN BUSAN, SOUTH KOREA



From left to right: Melvin Angula, Justus Tjituka, Morna Ikosa, Hilma Hitula, Simon Maruta, Elizabeth Kamutuezu, Emilia Nghikembua and Jochen Traut.

A delegation of seven Namibians attended the 2014 ITU plenipotentiary in Busan, South Korea. Namibia, through His Excellency Simon Maruta Ambassador to Vienna and Austria, read Namibia's first policy statement. Below is the statement that highlights Namibia's development in the ICT industry.

"Namibia is cognisant of the fact that the development of the ICT sector internationally is central to the creation of new opportunities for promoting sustainable development; alleviating poverty; achieving universal service and access, facilitating wealth creation, enhancing economic growth and development as well as deepening democratic practices and good governance.

It is therefore, imperative that Namibia expands its participation in the international sphere through the dynamic support of the ITU Strategic Goals and Targets under the banner of Connect 2020.

ICT infrastructure development is a National priority for the Namibian Government and we have invested in broadband infrastructure through WACS, SAT-3 and SEACOM. This has broadened bandwidth capacity and improved connectivity between Namibia and the rest of the world.

The investments aforesaid resulted in a 100% digital national backbone network forming the bedrock upon which 4G/LTE mobile services were rolled out in 2012.

In the broadcasting sector, the migration from analogue television services to digital

television services is progressing well and we have recorded 61% population coverage thus far. We are therefore, confident that Namibia will meet the June 2015 deadline as set by the ITU.

The Namibian Government has also prioritised universal access and service with respect to a wide range of electronic communications networks and services. To this end, the closing of the digital divide between the rural and urban areas will be accelerated.

Namibia recognises with appreciation the ITU's assistance to the development of ICT in our country. In 2009, the ITU assisted us to develop our regulatory framework, which is the bedrock of our current ICT operations.

During Mr. Houlin Zhao's recent visit to Namibia in July 2014, ITU also offered to assist Namibia in the development of a digitisation policy, and capacity building in cyber-crime and cyber-security, in order to support our government's efforts. This assistance is timely and most appreciated.

The new frontier in ICT service delivery is undoubtedly mobile-data services. Mobile telephony penetration in Namibia has surpassed 120% with about 40% of users accessing the Internet from various platforms in Namibia.

We are also involved in a TV White Space study through our regulator in order to assess not only the sustainability and affordability of the utilisation of White Spaces in other bands but also the new technologies that will emanate from this use", said Mr Maruta.

CONSUMER COMPLAINTS RELATED TO THE QUALITY OF SERVICE RENDERED BY MOBILE TELECOMMUNICATIONS LIMITED (MTC)

CRAN has noticed an influx of consumer complaints via short message services (SMS) printed in daily newspapers and on social media platforms complaining about the poor service quality, network quality and billing services rendered by MTC. The majority of these complaints are related to prepaid services rendered by MTC.

The Communications Act (No. 8 of 2009) mandates CRAN to ensure that telecommunications service licensees render high quality services to all customers including the delivery of high quality services, network availability, and billing accuracy. Kindly note that CRAN has engaged MTC and are in the process of investigating the matter. Once the investigation is completed and all relevant information has been received, CRAN will consider the information and make a decision in this regard in terms of section 79 of the Communications Act and the regulations regarding consumer complaints.

One of the objects of the Communications Act is to ensure consumer protection in the telecommunications sector. CRAN, therefore, established consumer complaints procedures and consumers may submit complaints about the following:

- * Non-compliance or breach of a licence;
- * Non-compliance or breach of a contract;
- * Complaints involving billing, charges and refunds, service delivery and product delivery, confidential, customer services and customer treatment;
- * Service interruptions and dropped calls.

Any person aggrieved by a telecommunications service provider should first submit the complaint to the service provider and if, after 14 days, the complaint is not resolved, the consumer may submit the complaint to CRAN for resolution. The Consumer complaints may be submitted to CRAN by completing a complaint form, which is available on CRAN's website at www.cran.na or at our head office. The form should be accompanied by all correspondence and documentation between the customer and the service provider. Once the form is completed, it should be submitted to the following address:

1. By hand to the head office of CRAN, namely Communications House, No 56 Robert Avenue, Windhoek;
2. By post to the head offices of CRAN, namely Private Bag 13309, Windhoek, 9000;
3. By electronic mail to the following address: legal@cran.na; or
4. By facsimile to the following number: +264 61 238646.

USO WORKSHOP IN STONE TOWN, ZANZIBAR



From left to right: Mr Melvin Angula, Mr Tanswell Davies, Ms Maria Moses and Mr Patrick Feris

Ms Maria Moses, Mr Tanswell Davies, Mr Patrick Feris and Mr Melvin Angula, attended the Universal Service Obligation (USO) Guidelines and Best Practices workshop from 17 to 21 November 2014 in Tanzania, Stone Town Zanzibar.

The workshop was jointly organised by the Regional Office for Africa of the International Telecommunication Union (ITU) and the Universal Communications Service Access Fund of the United Republic of Tanzania (UCSAF).

The aim of the workshop was:

- To present Guidelines on Universal Service and Access Obligations.
- To provide a toolkit showcasing best practices in USO; and
- To discuss the inclusion of access to broadband in USO for all African Regions.

DANGERS OF USING



In today's world, one can access public wi-fi almost anywhere, ranging from coffee shops, shopping centres to restaurants. Public wi-fi is free, which is great news. What is not to love about that, and sometimes it runs quicker than your service provider, so why would you not use it? Have you ever questioned whether it is safe to use it? Have you ever thought of the dangers that come with using wi-fi in public places?

Every time you use wi-fi in a public domain you are opening your computer to hackers and criminal organisations that can easily access and steal all of your personal and financial information. The general misconception is that public wi-fi offered by large businesses is safe to use, but do not be fooled, many fraudsters can imitate network names.

The most secure way to protect yourself from being "hotspot hacked" is to use a Virtual Private Network (VPN). A VPN will encrypt all the data you send over the internet. It sends it through a private VPN tunnel. Meaning that if there is anyone waiting to steal your information, all they will see is encrypted rubble. When you use a VPN, you are given a new personal IP (Internet Protocol) address and your data is encrypted.

Therefore, the next time you connect to public wi-fi, remember that there could be a thief watching your every move, waiting for the chance to capture your personal data.

SECURE YOUR PASSWORDS

Passwords are the first line of defence against cyber crime. It is crucial to select strong and different passwords for each important account. It is also good practice to update your passwords regularly. To create strong passwords and keep them secure, keep in mind the following practices:

1. Use a unique password for each important account like your email and online banking

Choosing the same password for all your online accounts is like using the same key to lock your home, car and office – if a criminal gains access to one, all your accounts will be compromised.

2. Use a long password made up of numbers, letters and symbols

The longer your password is, the harder it is to guess. So make your password long to keep your information safe. Adding numbers, symbols and mixed-case letters makes it harder to guess or crack your password.

3. Set up your password recovery options and keep them up-to-date

If you forget your password or get locked out, you need a way to get back into your account. Many services providers will send an email to your recovery email address if you need to reset your password, so make sure your recovery email address is up-to-date and your account can still be accessed.

DOS ATTACKS: BE PROTECTED



Cyber hacking has become a fast-trending phenomenon and lately hackers have found ways to attack networks by literally flooding it with traffic.

What is DoS attacks?

In computing, a denial-of-service (DoS) or a distributed denial-of-service (DDoS) attack is an attempt to make a machine or network resource unavailable to its intended users.

Short for **D**enial-**o**f-**S**ervice attacks, DOS attacks are attacks on a network that is designed to bring the network to its knees by flooding it with useless traffic. Many DoS attacks, such as the Ping of Death and Teardrop attacks, exploit limitations in the TCP/IP protocols. For all known DoS attacks, there are software fixes that system administrators can install to limit the damage caused by the attacks. But, like viruses, new DoS attacks are constantly being developed by hackers.

How can you protect yourself from DoS attacks?

- Create interdepartmental Standard Operating Procedures (SOPs) and Emergency Operating Procedures (EOPs).
- Network monitoring is not enough; your administrators must know your configuration in detail.
- Keep a database of old configurations and their purpose.
- When something is different, ask why?
- Update your Anti-Virus programs regularly.

