

Advertorial



MTC N\$2 for 10MB DATA PER DAY PROMOTION

The Communications Regulatory Authority of Namibia (CRAN) herewith responds to the press release issued by Mobile Telecommunications Limited (MTC) and published in Namibia's daily newspapers on the 19th December 2014. It was noted that MTC linked the newly launched "N\$2 for 10MB data per day" promotion to the accuracy of its billing system.

CRAN confirms that it has conducted a verification of MTC's billing system on the 8th December 2014. The verification of MTC's billing system and the confirmation that billing is done in accordance with the data utilised by customers has no bearing on the "N\$2 for 10MB data per day" promotion launched by MTC on the 12th December 2014 and should therefore, not be interpreted as CRAN's unconditional approval or support of the aforementioned promotion.

As provided for by section 53 (2) of the Communications Act (the Act), a licensee (such as MTC) may launch a promotion for a period not longer than three months, on condition that such rates are for promotional or advertising purposes only and all relevant particulars relating to the rates are provided to CRAN no later than the date on which the promotion is made known to the public. MTC has not informed CRAN of the said promotion and this transgression of the provisions of the Act is receiving CRAN's full attention in terms of section 122 of the Act.

CRAN has noticed a large number of complaints via the media pertaining to this promotion over the festive period and we take full cognisance of the dissatisfaction of consumers as expressed in the daily newspapers and different social media platforms.

CRAN has noted that the N\$2-00 for 10MB promotion is mandatory rather than optional in that all MTC subscribers were automatically added as participants to the promotion. It was further noted that MTC requires consumers to send a message to a prescribed number, should a consumer wish to cancel his or her participation in the

promotion. The mandatory imposition of this promotional tariff and placing an obligation on the consumer to cancel its participation in a promotion, which the consumer has not initially subscribed to, is not in line with the provisions of section 79 of the Communications Act and can therefore not be supported by CRAN.

CRAN thus assures the public that we take our regulatory mandate of consumer protection, which requires that we protect members of the public as the consumers of telecommunications services and products very seriously. In the premise, we have launched an investigation into the perceived benefits or disadvantages of this promotion to the consumer and we will take the necessary action.

CRAN takes the opportunity to once again inform the public that it has established a consumer complaints process and any person aggrieved by a licensee regulated by CRAN, may submit a complaint to CRAN should the person not be able to reach a resolution of his or her complaint with the service provider.

Consumers complaints can be submitted to CRAN by completing the consumer complaints form available on CRAN's website at www.cran.na or at CRAN's offices situated at Communications House, 56 Robert Mugabe Avenue, Windhoek, together with all correspondence and documentation between the customer and its service provider. Consumers can also submit the complaint via email to: legal@cran.na. CRAN will then approach the service provider to resolve the customer complaint within the timelines set in terms of the Consumer Complaints Regulations.

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