

13 February 2015

FOR IMMEDIATE RELEASE
ATTENTION NEWS EDITOR

**CRAN ISSUES SUMMONS AGAINST MOBILE TELECOMMUNICATIONS LIMITED (MTC)
FOR THE CONTRAVENTION OF VARIOUS SECTIONS OF THE COMMUNICATIONS
ACT (ACT 8 OF 2009)**

The Communications Regulatory Authority of Namibia (CRAN) herewith informs the public that it has issued regulatory summons against Mobile Telecommunications Limited (MTC) for contravening sections 53(2)(c), 53(7) and 79(3) of the Communications Act. The regulatory offences arose from the introduction of the N\$2 for 10MB promotion, the introduction of the Select, S, M, L & XL promotional packages, the other promotional data bundles and the Aweh promotional packages introduced on 12 December 2014. The summons will be dealt with as per the procedure laid out in section 115 of the Communications Act and the public will be informed of the outcome once the process has been finalised.

“CRAN requests MTC post-paid subscribers to review their billing statements for the months of January and February 2015 and ensure that they were not billed from the period: 12 December 2014 to 21 January 2015. If any MTC customers were billed during this period, please **FIRST** contact MTC directly to resolve the issue. If the matter is not resolved within 14 days, the customer may submit the matter to CRAN for adjudication.

MTC pre-paid customers should please verify if the refund emanating from the ‘N\$2 for 10MB’ promotion was credited to their account”: said Hilma Hitula: Acting Chief Executive Officer at CRAN.

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.

- **Ends** -

Issued by CRAN:

Hilma Hitula
Acting CEO
CRAN