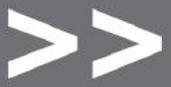


THE CRANICLES

April-August '14



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CRAN turns

3

The Communications Regulatory Authority of Namibia (CRAN) launched its 2012/2013 Annual report, its second national consumer campaign titled "the Consumer is King" and celebrated its 3rd year anniversary at an auspicious event held at Safari Court on 16 May 2014.

Chief Operating Officer, Jochen Traut, in his Opening Remarks said: "The ICT sector contributed 2.9% to the GDP during 2012. Although CRAN achieved a number of things over the past three years, we still face a number of challenges such as setting up adequate infrastructure to allow for greater reach in terms of Internet Access and Broadband capacity."

CRAN's 2012/2013 Annual Report, based on the theme "The ICT regulatory blueprint for the future", will further outline the successes and challenges that CRAN faced.

The Minister of ICT, Hon. Joel Kaapanda, emphasised the importance of Broadband connectivity in Namibia and globally, saying; "the Ministry of ICT is working on a Namibian Broadband Policy, but I urge CRAN and all ICT stakeholders to proactively work towards the realisation of affordable and high quality broadband services to all corners and cities in Namibia".



Ms. T. Kaambo from the MICT receiving the 2012/2013 Annual Report from Mr. Lazarus Jacobs (Chairperson of CRAN Board of Directors)



Chief Operating Officer, Jochen Traut, delivering the Opening Remarks.



Celebratory toast to CRAN's third birthday!



BIRTHDAY CELEBRATION AT MAERUA MALL WITH CONSUMERS



CRAN went to Maerua Mall to further celebrate its third birthday, this time with the consumers. Handing out cupcakes, informing and educating consumers about their rights were among some of the activities that CRAN staff took part in on the 17th of May 2014.





CRAN LAUNCHES

CONSUMER IS KING

CAMPAIGN!



The Communications Regulatory Authority of Namibia (CRAN) launched its second consumer campaign under the theme “the Consumer is King”, on 16 May 2014. The campaign will inform consumers on their rights and responsibilities; educate consumers on mobile phone etiquette, usage and protection; and create awareness around Internet security and usage.

Morna Ikosa, Acting head of Communications and External Relations at CRAN said, “Due to high complaints regarding incorrect billing slow broadband speed, handset repairs, excessive data roaming, and other mobile issues such as sim card hacking, sexting, and purchasing of counterfeit phones, CRAN decided to focus on educating consumers on how to understand the terms and conditions they sign when purchasing a phone or a service, and mobile phone etiquette and internet usage, especially for children. The focus on mobile phones is in line with the 2014 World Consumer Day theme titled: Fix your Phone Rights”.

The campaign will focus on four phases commencing with the consumer has rights and responsibilities. This phase will clearly outline the rights and responsibilities that consumers have. Much emphasis is also put on the consumer’s right, but a consumer also needs to realise that he/she has a responsibility in ensuring that he/she is informed, educated and empowered to make the right decision.

Mobile phones serve as the center of all social networks, offering convenience, and at the same time, transforming from just being telephone to mini computer, which gives access to information and services that are crucial to empowering consumers on their livelihoods and health.

“The Consumer is King campaign sees every consumer as a king and queen. At every point within the campaign, CRAN will honour the consumers. CRAN wants consumers to feel empowered to enact change and constantly be informed of developments within the ICT sector”, concluded Morna Ikosa.



INTRODUCTION OF NATIONAL NUMBERING PLAN

The Communications Regulatory Authority of Namibia (CRAN) invited its stakeholders as well as the general public to a Public Hearing regarding the proposed Regulations regarding the National Numbering plan for the use in the provision of telecommunications services in Namibia.

“The purpose of the Regulations is to provide a long-term framework for the National Numbering Plan that can be further developed to support the ever changing telecommunications market in Namibia. More importantly, the Numbering Plan will provide for number portability.

CRAN will ensure that the Numbering Plan is in accordance with ITU Recommendations and other International standards”, said: Ronel Le Grange, Head of Electronic Communications at CRAN.

All our licencees will have to ensure that only numbers from the National Numbering Plan assigned by CRAN will be allocated to customers. Licencees must also not use the allocation of numbering resources to gain competitive advantage.



2014 MARKET REPORT LAUNCHED

CRAN’s Head of Economics & Sector Research, Helené Vosloo, launched the first Market Report on the 09th of July 2014. The Telecommunications Sector Performance Review (TSPR) evaluates the developments for the year 2013. An updated version will be published annually as new data become available. The review takes into account the following:

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

Sector review:

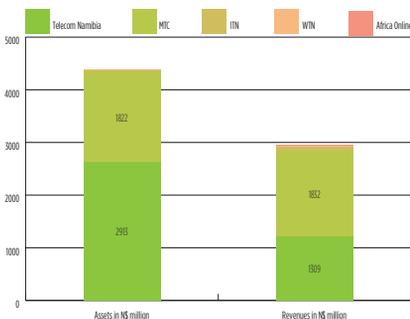


Figure 1: Assets and revenues in N\$ million for financial year ending in 2013

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



INFRASTRUCTURE SHARING STUDY

The Communications Regulatory Authority of Namibia (CRAN) published its Report on the outcomes of the Infrastructure Sharing Study it conducted. The Report contains the following:

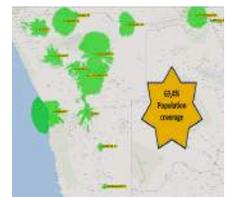
- a) Underlying objectives of infrastructure sharing;
- b) Types of infrastructure sharing;
- c) Benchmarking with other countries;
- d) Rights of way;
- e) Regulatory frameworks for infrastructure sharing; and
- f) The Authority's viewpoint on infrastructure sharing in Namibia.

Infrastructure sharing has a number of advantages to the ICT sector, such as-

- the reduction in investment requirements for infrastructure investments;
- the offering of a new source of income;
- the release of capital for strategic investments and new services; and
- the decrease in the barriers to market entry for new players.

For more information on the Report and an in-depth explanation on the different types of infrastructure sharing, find 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 has also been rated as one of the leading countries in the SADC region with regards to coverage, which currently stands at 69,4% present coverage. 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>)





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?

- Keep an audit trail that describes what was changed and why.
- Create interdepartmental Standard Operating Procedures (SOPs) and Emergency Operating Procedures (EOPs).
- Network monitoring isn't enough; your administrators must know your configuration in detail.
- Test your computer both locally and over the Internet.
- Keep a database of old configurations and their purpose.
- When something is different, ask why.
- Protect yourself against hackers and viruses - Update your Anti-Virus programs regularly.

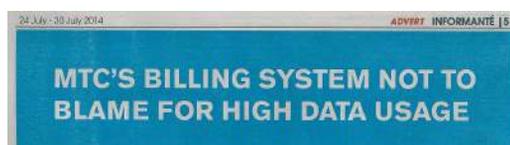
#BringBackMyData

Has your airtime been disappearing a little faster than normal lately? Have you found yourself topping up a lot more? Or maybe your bill this month was exceptionally high? The good news is that you are not alone. In fact, you are one of thousands of MTC Namibia's customers that are experiencing the same thing.

A couple of questions come to mind. What changed? Am I using more data than normal? Did MTC change something on their side? Is it only happening in Namibia? Is it my phone? Is it a virus? What exactly is going on?

For answers to these questions and other interesting information regarding data and billing issues, read:

<http://www.ournamibia.com/blog/mtc-data-fiasco-15-questions-you-should-be-asking/>





ITU

DEPUTY SECRETARY- GENERAL VISITS NAMIBIA

The International Telecommunications Union (ITU) Deputy Secretary-General, Mr. Houlin Zhao was accompanied by ITU Programme Officer for Southern Africa, Mrs. Anne-Rita Ssemboga from 30 July 2014 to 01 August 2014 for their visit to Namibia.

Mr. Zhao will become the next Secretary General of the ITU, as he takes over from Dr. Hamadoun Toure in October 2014 during the ITU Plenipotentiary conference in Korea. The visit to Namibia was part of familiarisation trips to Member States within Southern Africa. Namibia was privileged to be able to host Mr. Zhao as one of the first high-ranking officials of the ITU to visit Namibia. CRAN had the honor of hosting his 3-day trip and be a part of a truly historic occasion.

