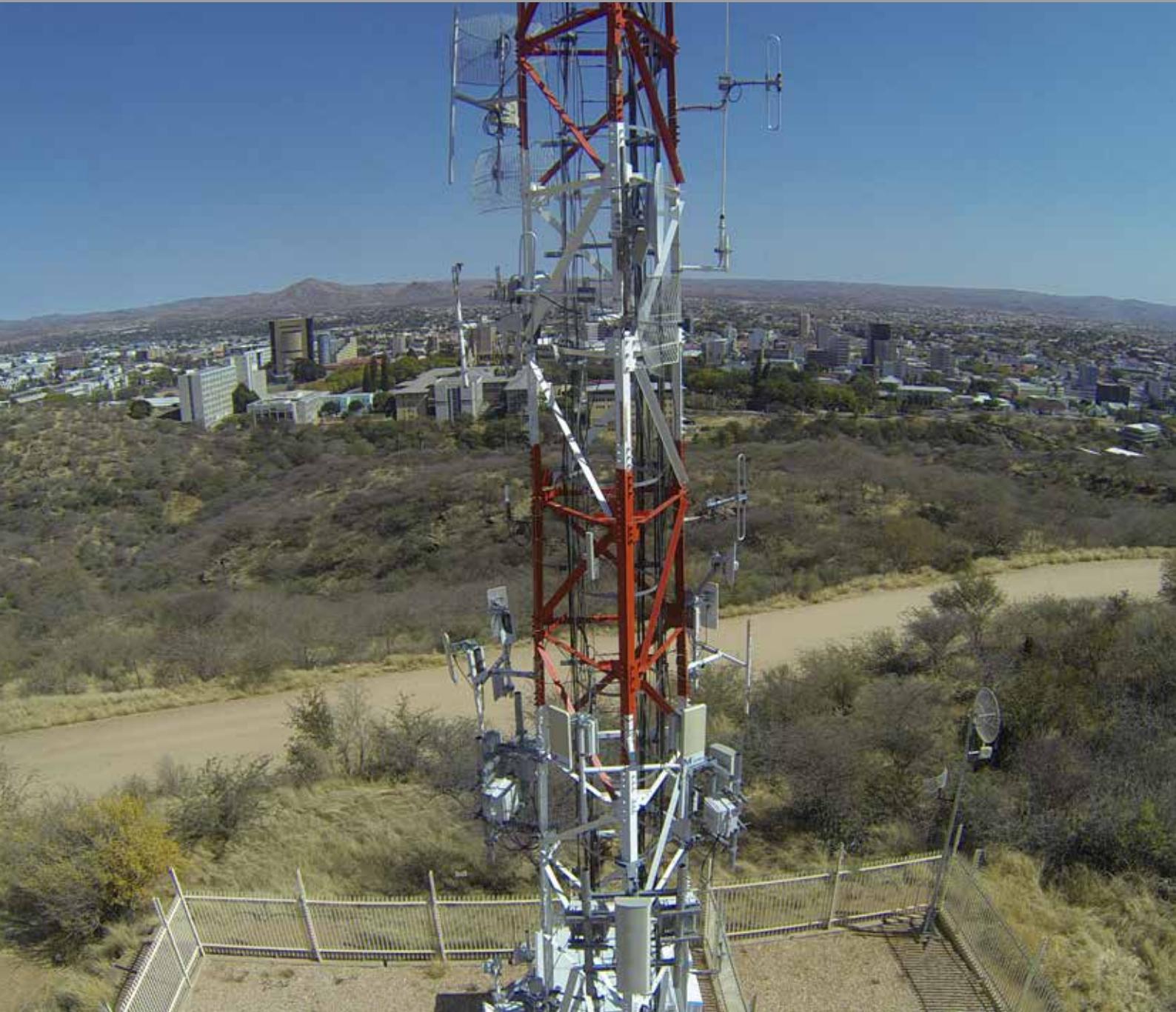




# CRANicles

Communications Regulatory Authority of Namibia

November 2015



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## WHO WE ARE

The Communications Regulatory Authority of Namibia (CRAN) is the independent regulator of Namibia's television, radio, spectrum, mobile, fixed line, Internet and postal services. CRAN issues licences to the likes of MTC, TN Mobile, Telecom Namibia, Africa Online, One Africa TV, Namibia Broadcasting Corporation, Radiowave, Fresh FM, etc.

### ACCESS TO PUBLIC INFORMATION

Any person may direct requests at CRAN to provide copies of public information submitted by any company applying for or in possession of a licence issued by CRAN. If the information is not available on CRAN's website, the information may be requested from CRAN's offices.

### FAIR COMPETITION

No company issued with a licence by CRAN may act in a contrary manner to fair competition.



### APPLYING FOR A LICENCE

Any person or company may apply for a licence. Innovative entrepreneurs are encouraged to apply. Licence application forms are available from the CRAN website

and offices. The forms are user-friendly and indicate all the criteria to be met before a licence can be granted. The application process is transparent, allowing the general public the opportunity to view any application at CRAN's offices and submit comments on the application.



### NAMIBIAN OWNERSHIP

CRAN may exclusively issue licences to persons and companies which are 51% Namibian-owned, controlled and located in Namibia. The Minister of ICT may grant an exemption and applications for exemption are to be submitted directly to the Minister of ICT.



### SHARING OF EQUIPMENT

Companies awarded with a licence must share their towers, masts and extra telecommunications capacity with each other, in the event another company makes such a request. This is done in order to prevent the duplication of equipment, promote fair competition, reduce capital costs to companies, in addition to protecting the natural environment.





## NO DISCRIMINATION

Companies providing services may not discriminate between clients. All clients must receive the same service for the same price.



## PRICES

Pricing for voice calls, SMSes and Internet services must be approved by CRAN. This is done to ensure affordable pricing, prevent customer exploitation, and to ensure equal access for all to the same services.



## QUALITY OF SERVICES

The quality of the services provided must be of a consistently high standard. Calls should not be dropped while a person is talking; a customer should not be charged for an SMS that was neither sent nor delivered, or a call that never connected. Internet speeds should be exactly what the Internet service provider promised and what the customer paid for during peak hours. Customer complaints should be dealt with quickly and customers may be entitled to refunds.



## CONSUMER RIGHTS

Consumers have the right to complain to a service provider about poor service and expensive pricing. If customers are not happy with the way in which a complaint was addressed and if it was not resolved, the customer may direct complaints to CRAN. Complaint forms are available on CRAN's website and offices. CRAN will continue to educate and inform the public.



## RESPONSIBILITIES

- Ensure compliance with legislation and regulations,
- Grant, renew, amend, transfer, suspend and revoke licenses,
- Implement a transparent and fair pricing regime,
- Respond to consumer complaints,
- Protect consumers in respect of prices, quality, variety of services and user equipment supplied,
- Promote competition amongst service providers,
- Manage spectrum planning and allocation,
- Ensure telecommunications services are operated in a manner best-suited to the economic and social development of Namibia,
- Establish procedures for ensuring safety and quality of services,
- Regulate interconnection,
- Facilitate the negotiation of rights of way,
- Manage numbering planning and allocation,
- Facilitate universal service, and attract foreign direct investment.

## PURPOSE OF THE ACT

To create a framework for an open and competitive Information and Communication Technology (ICT) sector and to stimulate private investment.

## ACT

Communications Act, 2009 (ACT No. 8 of 2009)

## POLICIES

- Telecommunications Policy, 2009
- Overarching ICT Policy, 2009
- Postal Policy, 2009
- Broadcasting Policy, 2009
- Universal Access and Services Policy, 2013
- DTT Policy, 2013
- National Broadband Policy (Drafting Phase)

# MISSION, VISION AND CORE VALUES

This section presents the mission and vision CRAN will pursue as well as the core values underpinning its function.



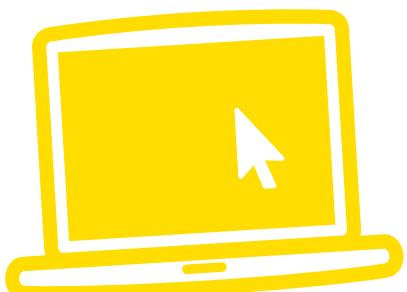
## MISSION STATEMENT

*"To purposefully regulate electronic communications services, networks and postal services and the spectrum, so that all Namibians derive the full socio-economic benefits of Information Communication Technologies (ICT)."*

CRAN fully appreciates that its mandate is derived from the Communications Act No. 8 of 2009 therefore, CRAN's mission, and to a large extent its priorities, are dictated by the Communications Act.



## VISION STATEMENT



## CORE VALUES

CRAN's pursuit of its mission and vision is underpinned by five core values which determine its institutional culture and dictate every aspect of its function:

## **1. INTEGRITY**

CRAN appreciates the critical role of ICTs in the socio-economic development of Namibia and the importance of its role as Namibia's independent ICT regulator. The organisation subscribes to a high level of accountability to its stakeholders and aims to regulate the sector in a measured, consistent, honest and objective manner. In doing so, CRAN will exercise sound and logical judgment and provide reasons for its decisions.

## **2. TRANSPARENCY**

CRAN must be open, democratic and transparent to ensure it will fulfil the role as an objective, trusted custodian of the ICT-enabled environment in Namibia. CRAN will consult the public and its stakeholders in executing its functions and assess the impact of its regulatory role, taking into account the views of all its stakeholders. CRAN will make its decisions, regulations and necessary information available to the public and will be transparent about its operations.

## **3. INNOVATION**

The speed of change in the global ICT sector over the last decade has been nothing short of remarkable. As changes are likely to continue unabated, CRAN will be an innovative, dynamic and flexible regulator to ensure that Namibia is on the cusp of the global ICT revolution. Innovation, dynamism and flexibility will be reflected in CRAN's operations, its decisions and regulations so that Namibia adopts the latest regulatory and sets regulatory trends.

## **4. KNOWLEDGE**

CRAN aims to be a knowledgeable regulator whose competencies, expertise, and credibility are acknowledged by all stakeholders. In addition to being fully informed of legislative, regulatory and policy issues relative to Namibia and the development of its ICT sector, CRAN will also keep fully abreast of technological innovations that drive Namibia's movement towards being a knowledge-based society.

## **5. TEAMWORK**

CRAN appreciates that ICTs do not develop through the actions or directions of one particular stakeholder but through formal and informal multi-stakeholder partnerships. CRAN will cooperate and be an engaging, respectful regulator that works to ensure ICT multi-stakeholder partnerships are as effective as possible in Namibia. The multi-stakeholder approach will reflect CRAN's internal work process, which will lead its departments and divisions to work together effectively in order to create synergies that will optimise operational delivery.

## INTRODUCING OUR BOARD

### LAZARUS N. JACOBS (CHAIRPERSON)

Lazurus Jacobs is the Director and Shareholder of Paragon Investment Holdings, a wholly owned Namibian business entity with operations in the media, hospitality, property and mining industries since 2002. Prior to that, Jacobs has held management positions in both the public and private sector in a business and advisory capacity. Jacobs was re-appointed as Chairperson of the CRAN Board, a position he has served in since 2010.

### FRIEDA NAAPOPYE KISHI (MEMBER)

Frieda Naapopye Kishi, considered the doyen of legal practice in northern Namibia, was recently appointed as CRAN's board member. She is a seasoned Attorney with over 18 years' of experience in criminal law, family law and matrimonial law. She holds a B Proc Degree from the University of Potchefstroom.

In March 2005, Frieda established her own practice before joining Dr. Weder, Kauta & Hovuka Inc in Oshakati as the first female director. Kishi strives to continuously empower herself and acts as a beacon of light and hope to many women in Namibia.

### TULIMEVAVA K. MUFETI (MEMBER)

Tulimevava Mufeti is a Project Manager for Management Information System Development at the University of Namibia (UNAM). Mufeti is specialised in the fields of Information Technology and Computer Sciences in an advisory and management capacity at the Polytechnic of Namibia and UNAM. She was re-appointed as a member of the CRAN board effective from 19 January 2013.



## INTRODUCING OUR BOARD

### **EDWIN D. BEUKES (CHAIRPERSON OF THE AUDIT & RISK COMMITTEE)**

Edwin Beukes is a chartered accountant and the sole practitioner at EDB & Associates; a chartered accountancy and auditing firm. Beukes leads academic programmes at the University of Namibia, the Polytechnic of Namibia and the Institute of Chartered Accountants of Namibia. Prior to venturing into his own practice, Beukes held several managerial positions in accounting, auditing and financial management in both the private sector firms and parastatal organisations. He was re-appointed as a member of the CRAN Board effective from 24 February 2013.

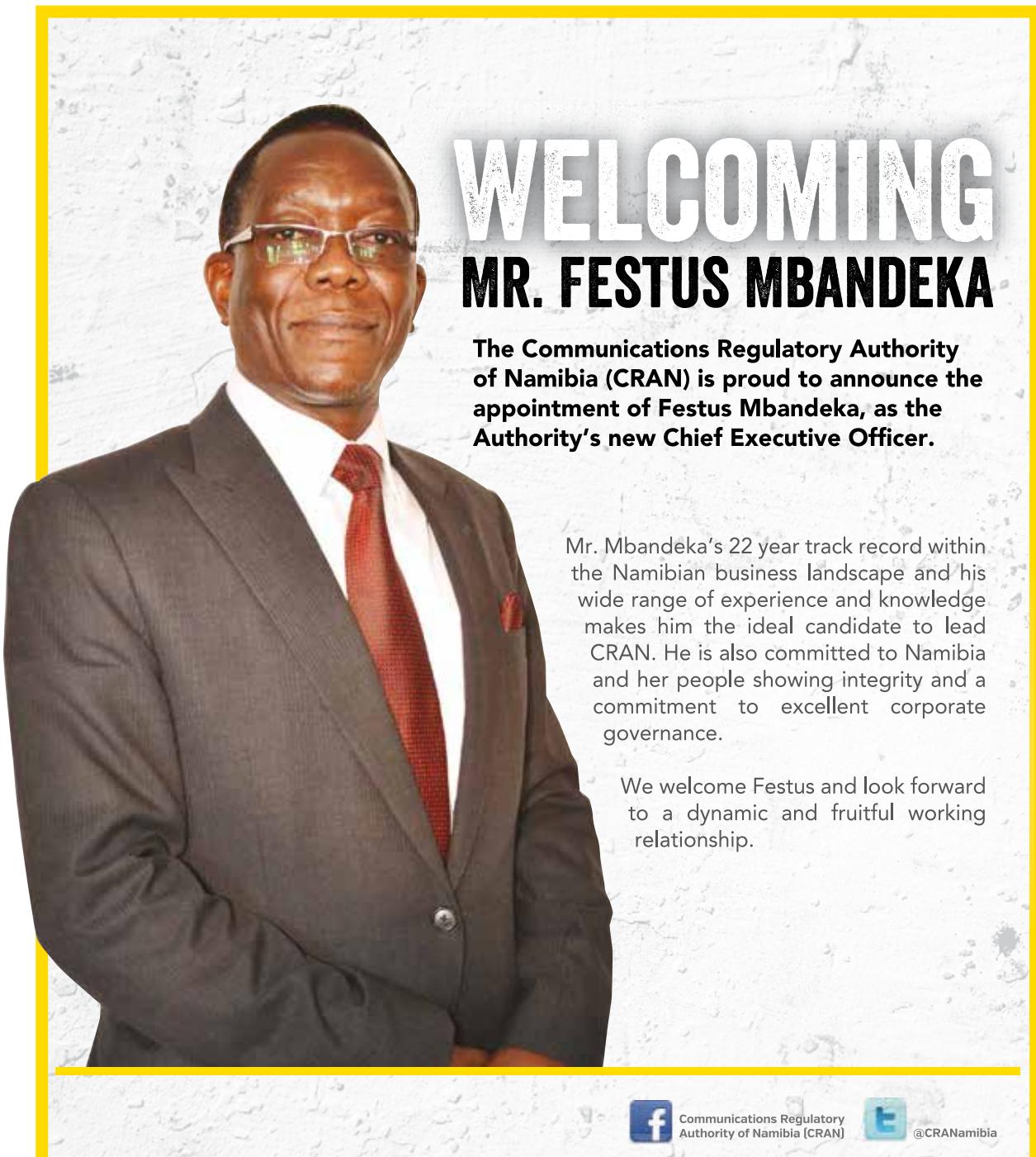


### **TYLVAS N. SHIONGO (CHAIRPERSON OF HR & REMUNERATION COMMITTEE)**

Tylvas Shilongo held several managerial positions with the Government of Namibia. Shilongo specialises in external and technical operations, for over 18 years. He was re-appointed as a member of the CRAN Board effective from 19 January 2013.



**NEW CEO**



**WELCOMING  
MR. FESTUS MBANDEKA**

The Communications Regulatory Authority of Namibia (CRAN) is proud to announce the appointment of Festus Mbandeka, as the Authority's new Chief Executive Officer.

Mr. Mbandeka's 22 year track record within the Namibian business landscape and his wide range of experience and knowledge makes him the ideal candidate to lead CRAN. He is also committed to Namibia and her people showing integrity and a commitment to excellent corporate governance.

We welcome Festus and look forward to a dynamic and fruitful working relationship.

**CRAN**  
Communications Regulatory Authority of Namibia

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Namibia Private Bag 13309, Windhoek, Namibia  
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[f](#) Communications Regulatory Authority of Namibia (CRAN) [t](#) @CRANamibia

# MANAGEMENT TEAM

## FESTUS K. MBANDEKA

Chief Executive Officer

## JOCHEN TRAUT:

Chief Operations Officer

## HELENE VOSLOO:

Head, Economics & Sector Research

## KATRINA SIKENI:

Head, Communication & External Relations

## LUCREZIA HENCKERT-LOUW:

Head, Human Resources

## MELVIN HOSEA ANGULA:

Head, Universal Access & Services Projects

## TANSWELL DAVIES:

Company Secretary

## EMILIA NGHIKEMBUA:

Head, Legal Advice

## MANFRED RITTMANN:

Head Internal Auditor

## JUSTUS TJITUKA: HEAD:

Head, Finance

## RONEL LE GRANGE:

Head, Electronic Communications



# BROADCASTING CODE EXPLAINED

## "WHY REGULATE THE BROADCASTING INDUSTRY?"

Broadcasting is a dynamic, engaging and rapidly changing medium which can positively or negatively influence thinking and behaviour. Hence, now more than ever, it has become pertinent for the broadcasting industry to be regulated, in order to protect the rights of citizens and cultural independence, and support the basic principles of freedom of expression.

It is for this reason that the Communications Regulatory Authority of Namibia (CRAN) hosted a public consultative meeting to discuss the proposed Code of Conduct for Broadcasting Service Licensees in terms section 89 (1) Communications Act (No 8 of 2009) on Wednesday, 22 April 2015 in Windhoek.

Members from the various media, licensees, political party representatives and members of parliament attended the Broadcasting Code public consultative meeting. The event was interactive and provided a platform for those in attendance to contribute what is deemed necessary and applicable.

The purpose of the Broadcasting Code of Conduct is to ensure that Namibians may freely and openly debate and discuss matters of public interest on various available broadcasting platforms across the country.

The Broadcasting Code furthermore, prescribes special obligations for broadcasters during national, regional and local elections campaigns in Namibia.

The Broadcasting Code of Conduct will furthermore ensure for independent regulation, access to broadcasting services and the availability of local and other content that is in the interest of the public.

The proposed Code also contains provisions relating to freedom of expression, hate speech, equality and discrimination, and ensures (among others), for the protection of children to not be exposed to harmful broadcast content; ensure that broadcast material does not glamorise violence or unlawful conduct; and take into consideration matters involving the privacy, dignity and reputation of individuals.

Additional public consultative meetings and follow-up meetings with respective stakeholders are currently underway to determine the final inputs towards the draft Code and the latter will be finalised towards the end of the year.

The draft Broadcasting Code is available on the CRAN website at [www.cran.na](http://www.cran.na) for perusal.



# CRAN SETS BALL ROLLING FOR THE ESTABLISHMENT OF UNIVERSAL SERVICE FUND

The Communications Regulatory Authority of Namibia (CRAN) recently hosted a public hearing with telecommunication stakeholders at the Windhoek Country Club Resort as it embarks on a journey to operationalise the Universal Service Fund for Information Communication and Technology (ICT) services.

The goal of the hearing was to share two proposed regulations and to provide a platform whereby licensees and stakeholders affected by the envisaged regulations could voice their opinions and formally submit their comments.

## THE DRAFT REGULATIONS ARE AS FOLLOWS:

1. The proposed regulations to impose a universal service levy on telecommunications service licensees; and
2. The proposed regulations prescribing the provision of universal service by telecommunication service licensees. In his opening remarks at the hearing, acting CRAN CEO, Jochen Traut said CRAN is mandated by Part 4 of the Communications Act to establish the Universal Service Fund and to prescribe the minimum sets of services that should be made available by telecommunication licensees in the target areas.

Ground work for these regulations started in December 2013 with the collection of network information from each telecommunication licensee. A step further was taken in October 2014 with the appointment of Mr.

Melvin Angula as the head of the Universal Access and Services Department, tasked with putting into operation Part 4 of the Act. CRAN has therefore, aggressively conducted benchmarking exercises, capacity-building training and drafted the two pieces of regulations.

Section 56 (sub-section 2) of the Communications Act grants CRAN the authority to impose a universal service levy on telecommunications service licensees. The levy will be paid into the Universal Service Fund. The income generated by the fund will be utilised to pay subsidies to telecommunications licensees to enable their service provision capabilities or infrastructure for the provision of universal service and access to ICT products and services.

The context in which the Universal Service Fund will be managed is set out in the Government's Universal Service Policy for ICTs, which seeks to foster the existence of a society and economy where information and knowledge are abundantly available to individuals, communities and businesses, in homes and offices, or via public access points, at schools and institutions of further education, at libraries, post offices, hospitals, clinics and government offices, for small entrepreneurs, for women, children and men, for those with disabilities and other marginalised groups, in towns, urban townships and rural settlements.

CRAN is mandated with translating this vision into reality and in the process seek to tackle the 'digital divide' and to promote a society in which the information and communications technology sector is a key enabler of social development and economic growth for all regardless of economic status or geographic location in a service sector-led economy.



## CRASA EVENT

As technology evolves, the need for greater broadband access escalates. Broadband is a term used in reference to high-speed internet access. It provides access to the highest quality internet services, such as video-conferencing that requires large amounts of data transmission. Broadband is important as it is an enabler for narrowing the digital divide. Namibia will not be able to enjoy the full benefits of universal access and services without a national broadband policy.

This was the motivating reason CRAN hosted a 2nd workshop on Universalising Broadband in the Southern African Development Community (SADC); a workshop that capacitated regulators in the region to formulate a comprehensive national broadband policy. The workshop was a partnership between the Communications Regulators' Association of Southern Africa (CRASA) and Ericsson.

The closed 2nd Universalising Broadband in SADC Workshop and validation workshop were based on the Study Report for Phase One of the SADC Open Access to Broadband Infrastructure project. The purpose of the 2nd Universalising Broadband in SADC Workshop was to increase capacity on the development of National Broadband Plans in each SADC member state. The workshop also strove to identify common broadband indicators to measure performance in deployment and usage in the region along with validating draft SADC Guidelines for the development of National Broadband Plans.

The workshops addressed among others, the challenges faced by regulators in the region, in particular the limited availability of backbone infrastructure. The workshops also deliberated on delays caused by infra-

structure owners in responding to infrastructure sharing requests and the lack of capacity within regulatory bodies to address disputes and complaints.

The workshop discussions yielded significant results which were recently presented at the SADC Ministers' meeting in Walvis Bay.

## CRASA AND CRAN WORK-SHOP

The Communications Regulators Association of Southern Africa (CRASA) in partnership with the GSM Association and CRAN organised the Advanced Spectrum Management, Frequency Planning Committee, Electronic Communications Committee and the SADC Roaming Gliding Paths meetings and workshops earlier this year.

The former Minister of Information and Communication Technology, Honourable Joel Kaapanda officially opened the Advance Spectrum Management Workshop. This workshop provided advanced knowledge on spectrum management and covered the core functions of a spectrum manager. Participants were exposed to the principles of spectrum planning, spectrum frequencies and band plans nationally, regionally and internationally.

The Frequency Planning committee meeting discussed issues concerning agenda items for the upcoming World Radio Communication Conference to be hosted in November 2015.

The Electronic Communications Committee Meeting discussed the report of the Frequency Planning sub-committee and an update on the Open Access to Broadband Infrastructure-Sharing Project.



# SADC MINISTERS MEET

More than 100 delegates from 11 SADC member states gathered in Walvis Bay in June this year to discuss and share ideas around the digital terrestrial television migration process and related ICT topics in SADC. The delegations, led by the SADC ministers responsible for communications, ICT and postal services, held three separate but related events namely;

- 6th SADC DTT Steering Committee Meeting, 21 June 2015;
- 9th SADC Digital Broadcasting Migration Forum, 22 to 23 June 2015;
- SADC ICT Committee of Senior Officials Meeting, 24 to 25 June 2015;
- SADC Communications, ICT and Postal Ministers' meeting, 26 June 2015

SADC portfolio ministers led by the Namibian Minister of Information and Communication Technology, Honourable Tjekero Tweya, used the event to consider the implementation of the SADC Roadmap on Digital Broadcasting Migration, provide updates on the implementation of the SADC Home and Away Roaming Project; determine the SADC Regional Internet Exchange Points; provide updates on the preparations for the WRC-15, and Open Access and frequency spectrum guidelines and management.



# 4TH SADC PREP MEETING

The World Radio Communication Conference (WRC) is held every three to four years. It is the function of WRC to review, and, where deemed necessary, revise the Radio Regulations, the international treaty governing the use of the radio-frequency spectrum, the geostationary-satellite and non-geostationary-satellite orbits.

Under the terms of the ITU Constitution, WRC may:

- Revise the Radio Regulations and any associated frequency assignment and allotment plans;
- Address any radio communication matter of worldwide character;
- Instruct the Radio Regulations Board and the radio communication bureau, and review their activities;
- Determine questions for study by the radio communication assembly and its study groups in preparation for future radio communication conferences.

The Southern African Development Community (SADC) Secretariat and member states convened at the 4<sup>th</sup> SADC preparatory meeting for the World Radio Communication Conference 2015 (WRC-15) during May 2015 to finalise discussions as per the agenda set by the ITU.

The meeting delivered appropriate frequency spectrum to enable SADC to leapfrog the process of providing mobile broadband to achieve digital inclusion across the region. Through these meetings, CRAN, together with other SADC regulators, aims to influence the WRC frequency spectrum decisions that will propel the region's digital agenda.



# CRAN FOR CONSUMERS

Consumer protection and advocacy forms an integral part of CRAN's mandate. The Regulator endeavours to ensure consumers receive the full benefits of competitive electronic communication services, and are protected against exploitation or abuse. CRAN implemented a streamlined complaints handling system in accordance with the Act.

The consumer complaint form is available on CRAN's website on [www.cran.na](http://www.cran.na).

Submission of complaints by complainants:

(1) A Complainant may submit a Complaint in writing to the Authority on a form made available by the Authority -

- (a) after the Complainant has submitted the substance of the Complaint to the Respondent and after fourteen (14) days, the Respondent has not adequately resolved the matter; or
- (b) upon a showing of good cause why the substance of the Complaint was not first submitted to the Respondent.

(2) Complaints shall contain -

- (a) the name and contact details of the Complainant and the name and contact details of the person submitting the Complaint, if different;
- (b) the name of the Respondent, or if the name of the Respondent is unknown, as many identifying details as are available in order to assist the Authority in identifying the Respondent;
- (c) an accurate and concise statement of the facts illustrating the Complaint and demonstrating that the Respondent acted wrongly;
- (d) a clear and concise statement of the specific relief or remedy sought; and
- (e) any other relevant information.

(3) Licensees and persons providing services without a licence must establish clear and simple internal procedures for the resolution of Complaints sub-

mitted directly to them by customers and potential customers, which must include provisions ensuring the resolution of Complaints within fourteen (14) days of receipt of a Complaint and notifying complainants of the right to submit a Complaint to the Authority in terms of these regulations if the matter has not been resolved within fourteen (14) days. (4) Licensees and persons providing services without a licence must maintain records of all internal Complaints and Complaints submitted to the Authority in terms of these regulations, and provide an annual report to the Authority in the format and on the date set out by the Authority, along with a copy of their internal procedures.

# SPECTRUM MANAGEMENT WORKSHOP

A number of Namibian telecommunications operators participated in the spectrum management workshop to gather additional knowledge on the effective use of spectrum for the benefit ICT consumers in Namibia and the SADC region.

Radio Frequency Spectrum is a limited national resource critical in providing backbone distribution and last-mile solutions for commercial, civil, public, community, security and personal communication services, including the use of spectrum for applications such as narrow and broadband, mobile telecommunications, broadcasting, aeronautical and marine communication, as well as scientific applications such as radio astronomy and environmental matters.

CRAN is in the process of developing a spectrum assignment strategy to ensure service delivery and competition in the market. The strategy will outline how Namibia may optimally achieve spectrum assignment efficiency.

Effective spectrum management, which limits interferences that hinder the effective provision of telecommunication services, requires harmonisation of the spectrum plans with international statutes and to cooperate with other SADC member states. Harmonisation in the use of radio spectrum is crucial to ensure interoperability between systems and networks, the facilitation of frequency coordination between countries and the establishment of international systems, among others.



## QUALITY OF SERVICE REGULATIONS

The minimum Quality of Service Standards Regulations came into force on Tuesday, 21 April 2015. The objectives of the regulations are to determine the minimum quality of service standards consumers must receive from licensees, stipulate reporting requirements by the licensees, prescribe a specific reporting format, and set out the consequences for failure to comply with the prescribed minimum quality of services standards and reporting requirements. These regulations are applicable to all telecommunications and broadcasting service licensees operating in the country.

CRAN is mandated by the Communications Act, 2009 (Act No. 8 of 2009) to prescribe quality of service standards, inclusive of penalties, for the contravention or failure to comply with these regulations. By doing so, CRAN ensures that Namibians receive quality services from telecommunications and broadcasting licensees in the country.

Lastly, the quality of service standards and reporting regulations also seek to specify the level of quality of service customers are entitled to receive from service providers, compare the quality of service offered between licensees, and prepare long-term studies of the aspects of service quality in Namibia.

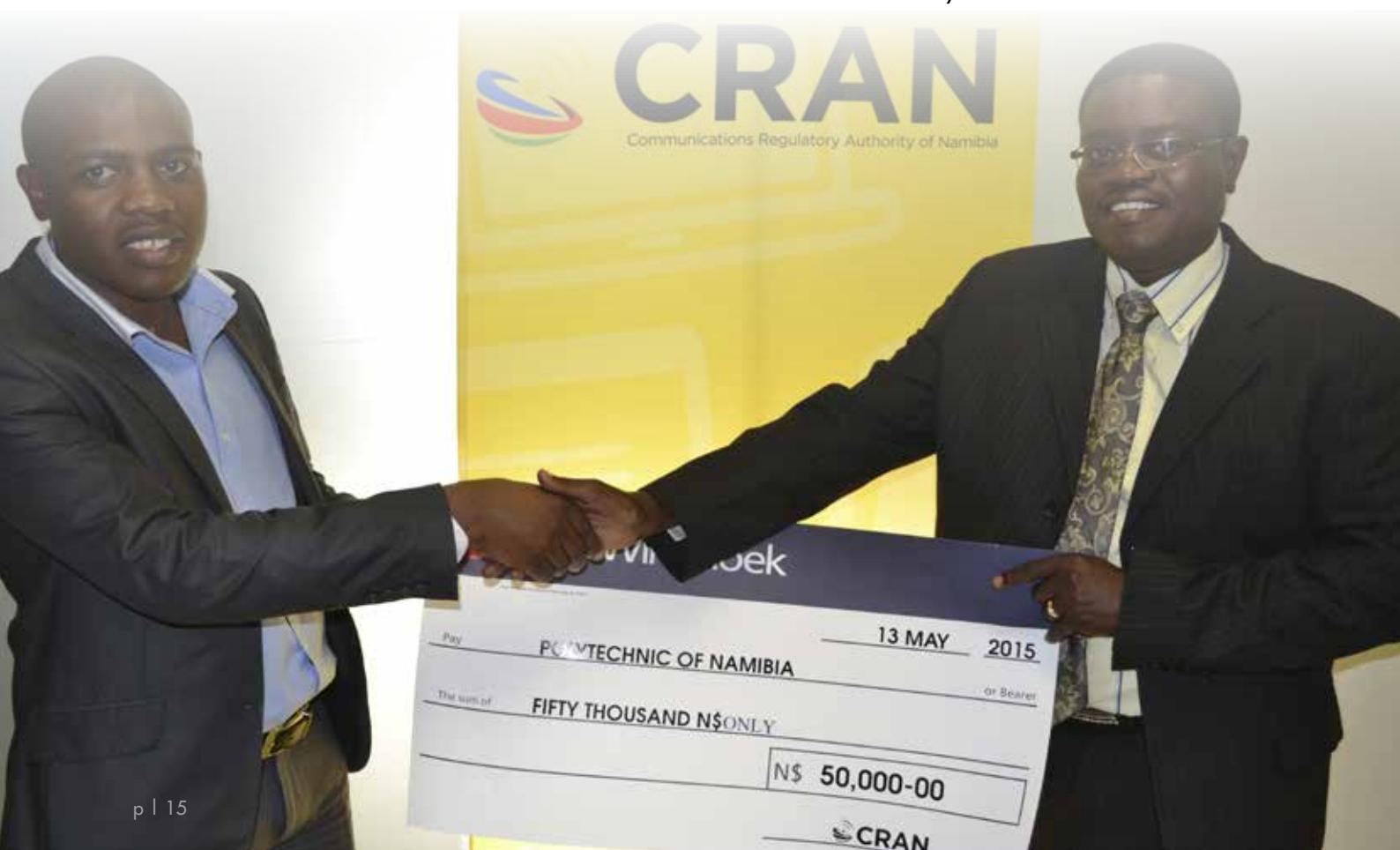
## CRAN SPONSORS N\$50,000 TOWARDS ITU 150TH CELEBRATIONS

The Communications Regulatory Authority of Namibia (CRAN) sponsored the Polytechnic of Namibia School of Computing and Informatics to the value of N\$50 000.

The funds were utilised for the International Conference on Emerging Trends in Networks and Computer Communications which took place at the Windhoek Country Club Resort and Casino in May 2015.

The conference, hosted for the first time, was significant as it celebrated the 150<sup>th</sup> anniversary of the International Telecommunications Union (ITU) and the World Telecommunication and Information Society Day on 18 May 2015. CRAN supported this initiative aligned with its vision to transform Namibia into a knowledge-based society.

Approximately 150 computer and communications professionals from Namibia and abroad attended the conference. It showcased Namibia's adaptation of the latest trends in modern ICT infrastructure and technology. The plenary sessions stimulated cutting-edge research discussions among academics, pioneering researchers, scientists, industrial engineers, technocrats and students. It proposed innovative technologies, shared experiences and achievements, and discussed future solutions for design and applications of networks and communications systems.



# INFRASTRUCTURE-SHARING REGULATIONS

Infrastructure-sharing plays a fundamental role in CRAN's mandate to provide universal service and access into rural areas as well as improving access and utilisation of existing infrastructure in order to provide affordable services to all Namibians.

It is CRAN's role to establish the ground rules and practical conditions in which competitive, private and public enterprises can invest in the market. The Communications Act, of 2009 (Act No.8 of 2009) makes provision for infrastructure-sharing between telecommunications and broadcasting licensees under the regulatory framework of CRAN.

CRAN intends to implement infrastructure-sharing regulations which will provide for passive and active infrastructure-sharing between licensees in order to create a level playing field between existing licensees. In addition, the regulations intend to lower barriers for new entrants, enable the offering of a wider range of communications services without unnecessary duplication of infrastructure. CRAN, however, will not prescribe fees at present, but requires reference models to be submitted for approval.

CRAN is fully aware that incumbents on the telecommunications side as well as on the broadcasting side own essential infrastructure, while competing downstream with the same licensees to whom they lease infrastructure. This practice impacts on competition and service implementation and is regarded by many as anti-competitive behaviour. It should be noted at this point that new broadcasting entrants face challenges in developing sustainable business cases once the cost of leasing access to towers are taken into account.

CRAN intends to create a new service license category for network facility providers to make provision for tower, terrestrial fiber and undersea backbone companies. The regulations were published for public comment on 5 May 2015 in Gazette No. 5725.

Infrastructure-sharing has many advantages, some of which include:

- Reduction in capital and operational investment requirements for infrastructure investment;
- Lowering environmental impact and energy requirements;
- Creation of new revenue streams;
- Release capital for strategic investments like network capacity upgrades and new services; and
- Decrease barriers to market entry for new players

The Infrastructure-Sharing Regulations will be applicable to all licensees and will be finalised in accordance with a rule-making process which allows for input from the public and licensees alike. The complete report, which contains the outcomes of the Infrastructure-sharing Study by CRAN was published in Government Gazette No. 5505 dated 10 July 2014 and is available on the CRAN website.

A fundamental objective is to see to it that the domestic ICT market continues to develop and expand, reaching an ever increasing number of Namibian citizens, offering a wider choice of services, higher consumer satisfaction, fair pricing and promoting competition." Traut said.

CRAN understands the benefits an improved competitive environment will have on the Namibian ICT sector, hence CRAN's commitment to continue with prioritising fair competition, and to undertake a range of activities to consistently use appropriate regulatory measures to create a level playing field for both current and new players and maximise benefits for consumers.



# TYPE APPROVAL AND TECHNICAL STANDARDS

The Communications Regulatory Authority of Namibia (CRAN) hereby announces that the Type Approval Regulations came into effect on 26 June 2015.

Stakeholders are hereby informed that there is a transitional period within which persons must obtain approval from the Authority in respect of telecommunications equipment. Please note that the transition period started on 26 June 2015 and will end on 30 November 2015.

Type Approval regulations are applicable to all persons who use, sell, offer for sale or connect telecommunications equipment to an electronic communications network within the borders of the Republic of Namibia; all telecommunications equipment used, sold, offered for sale or connected to an electronic communications network within the Republic of Namibia, and all radio communications equipment or apparatus pursuant to the Regulations regarding Licence Exempt Spectrum published in Government Gazette No. 4839, General Notice No. 395, dated 25 November 2011.

Telecommunications equipment temporarily imported into Namibia for re-export does not require type ap-

roval. For purposes of the Type Approval Regulations, "Telecommunications equipment" is defined as communications or networking equipment with an interface to public network or wide area network services and includes, but is not limited to telecommunications terminal equipment, information technology equipment (including but not limited to a digital set-top box decoder), radio communication equipment powered by means of an internal or external electrical AC/DC energy source and electronic communications network equipment.

Applications for Type Approval must be made on the relevant form set out in the Regulations in respect of Type Approval and Technical Standards for Telecommunications Equipment. All applications for Type Approval are to be made physically by hand or electronically, to the head office Communication House, 56 Robert Mugabe Avenue, Windhoek; or by post to Private Bag 13309, Windhoek 9000; by electronic mail to [operations@cran.na](mailto:operations@cran.na). Faxed applications may be forwarded to +264 61 222790; or fax to e-mail to: 0886550852. The Type Approval form, Technical Standards and the full set of regulations can be obtained from the Authority's website at [www.cran.na](http://www.cran.na).



# MILESTONES

- Established on 18 May 2011;
- Self-funded with no grants or subsidies from government;
- Created a service technology neutral licence regime for telecommunications and broadcasting service providers;
- Transitioned existing licensees to new licence regime within 1<sup>st</sup> year of operations;
- Completed market dominance studies and spectrum audits in 2<sup>nd</sup> year of operations;
- Submitted audited financial statements for 3 consecutive years;
- Increase in broadcasting and telecommunications licences,
  - **December 2011:**  
19 broadcasting licences  
8 telecommunications licences
  - **First National Consumer Campaign Launched 2013:**  
Cran wins gold at Windhoek Show for best indoor exhibitor as for the first time exhibiting
  - **January 2015:**  
26 broadcasting licences  
13 telecommunications licences
- Best data collection systems in the SADC Region to accurately gather required regulatory statistics from operators,
- Instrumental role in reducing termination rates from N\$1.06 to N\$0.20 for mobile and fixed operators,
- Development of a new spectrum band plan thereby laying the foundation for the regulatory framework for spectrum management, ensuring harmonisation with SADC and adherence to the ITU regulations;
- First cost-study completed for leased lines;
- Infrastructure-sharing study document published for comment in June 2014 to be followed by a consultative meeting in 2015,
- Draft Universal Access and Services regulations ready;
- Draft Broadcasting Code ready and the first consultative meeting was held on the 22<sup>nd</sup> of April 2015,
- Type Approval regulations for telecommunications equipment was finalised on 30 January 2015,
- Quality of Service Regulations for service licensees were finalised on 21 April 2015;



# TELECOMMUNICATIONS SERVICE LICENCE

LICENSEES AS AT 01 APRIL 2015		
NO	LICENSEE	TYPE OF LICENCE(S) ISSUED
1.	Africa Online (Pty) Ltd (Name transition: MWireless (Pty) Ltd)	Class Comprehensive Telecommunications Service Licence (ECS and ECNS)
2.	Mobile Telecommunications Limited (MTC)	Class Comprehensive Telecommunications Service Licence (ECS and ECNS)
3.	Paratus Telecommunications (Namibia) (Pty) Ltd]	Class Comprehensive Telecommunications Service Licence (ECS and ECNS)
4.	Telecom Namibia Limited	Individual Comprehensive Telecommunications Service Licence (ECS and ECNS)
5.	Salt Essential IT	Class Telecommunications Service Licence (ECS and ECNS)
6.	YFI Technologies (Pty) Ltd	Class Comprehensive Telecommunications Service Licence (ECS and ECNS)
7.	Converged Telecommunications Solutions (Pty) Ltd	Class Comprehensive Telecommunications Service Licence (ECS and ECNS)
8.	Dimension Data (Pty) Ltd	Class Comprehensive Telecommunications Service Licence (ECS and ECNS)
9.	Schoemans Technologies (Pty) Ltd	Class Comprehensive Telecommunications Service Licence (ECS and ECNS)
10.	Bidvest Namibia Information Technology (Pty) Ltd	Class Comprehensive Telecommunications Service Licence (ECS and ECNS)
11.	Mobile Telephone Networks Business Solutions (Namibia) (Pty) Ltd t/a MTN Business	Class Comprehensive Telecommunications Service Licence (ECS and ECNS)
12.	Telepassport Communications (Pty) Ltd	Class Telecommunications Service Licence (ECS)
13.	Misty Bay Investments 140 CC	Class Comprehensive Telecommunications Service Licence (ECS and ECNS)
NEW LICENCES ISSUED IN THE CURRENT FINANCIAL YEAR 2015/16		
	<b>None to date</b>	

# BROADCASTING SERVICE LICENCE

LICENSEES AS AT 01 APRIL 2014		
NO	LICENSEE	TYPE OF LICENCE(S) ISSUED
1.	Fresh FM (Pty) Ltd	Commercial Broadcasting Service
2.	Cosmos Digital Namibia Ltd (t/a Kosmos Radio)	Commercial Broadcasting Service
3.	Katutura Community Trust t/a Base FM	Community Broadcasting Service
4.	Media for Christ (section 21 association not for gain)	Community Broadcasting Service
5.	Live FM	Community Broadcasting Service
6.	Multichoice Namibia (Pty) Ltd	Commercial Broadcasting Service
7.	Ohangwena Regional Community Radio – FM Sound Broadcasting	Community Broadcasting Service
8.	One Africa Television (Pty) Ltd – TV Broadcasting (Transfer of control – GG No. 5659 for public comment)	Commercial Broadcasting Service
9.	Omulunga Radio (Pty)Ltd	Commercial Broadcasting Service
10.	Trinity Broadcasting	Community Broadcasting Service
11.	Radio Kudu (Pty) Ltd – FM sound Broadcasting	Commercial Broadcasting Service
12.	Radio Wave CC - FM Sound Broadcasting	Commercial Broadcasting Service
13.	Radio Ecclesia Namibia (NCBC) – FM Sound Broadcasting	Community Broadcasting Service
14.	Radio 100 (Pty) Ltd – FM Sound broadcasting	Commercial Broadcasting Service
15.	University of Namibia t/a UNAM Radio – FM Sound Broadcasting	Community Broadcasting Service
16.	West Coast FM (Pty)Ltd – FM Sound Broadcasting	Commercial Broadcasting Service
17.	Downlink Namibia (Pty) Ltd	Commercial Broadcasting Service
18.	99 FM (Pty)Ltd – FM Sound Broadcasting	Commercial Broadcasting Service
19.	Hitradio Namibia CC	Commercial Broadcasting Service
20.	Carol Ann v/d Walt	Commercial Broadcasting Service
21.	Oranjemund Community Radio	Community Broadcasting Service
22.	Capricorn Radio	Commercial Broadcasting Service
23.	Equity Broadcasting t/a Equity FM	Commercial Broadcasting Service
24.	Gospel Mission Ministries t/a Kairos Radio	Community Broadcasting Service
25.	Khorixas Youth and Community Media Centre	Community Broadcasting Service
26.	Hardap Radio Community Broadcastin	Community Broadcasting Service
27.	Otji Investments CC t/a Otji-FM	Commercial Broadcasting Service

NEW LICENCES ISSUED IN THE CURRENT FINANCIAL YEAR 2015/16	
	None to date