



MBANDEKA CELEBRATES ONE YEAR IN OFFICE



Inside this issue



CRAN donates computers



Ongwediva, Windhoek & Erongo Expos



3rd National ICT Summit

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EDITORIAL

The term “time flies when you are having fun”, is indicative of what we at CRAN have experienced during this year. We made great strides in “Pushing ICT forward” not only in Namibia, but in the SADC region as well. I am proud to announce that CRAN achieved and exceeded a number of its milestones during the past five years of its existence!

We successfully navigated through the first quarter of this financial year and in the process achieved some strategic milestones, such as, the signing of the memorandum of understanding with the National Commission on Research Science and Technology (NCRST), the Bank of Namibia and the Ministry of Finance: Directorate Customs & Excise. We also commenced with type approval of telecommunication equipment, the spectrum band plan, and reviewed the spectrum fees, which were last done nine years ago. I am encouraged by the teamwork, the levels of commitment and resilience the team continues to demonstrate as we continue to carry out our duties.

The second quarter of the year was replete with various activities which include the finalisation of the external audit process, the finalisation of the annual financial reports and the production of the company-wide annual report. These developments put us on course to fulfilling statutory requirements and meeting our corporate strategic objectives for this year.

In the same vein, management undertook a process to review the Strategic Plan 2015 – 2018, in order to continue to respond and meet the ever changing external environment demands; they also used the platform to revisit the Vision, Mission, Values and the slogan of CRAN.

It is satisfying to report that our good work is being recognised by a number of key strategic external stakeholders who complimented CRAN on our excellent corporate governance and

task performance in respect to the state owned enterprises sector. Indeed, the Minister of Public Enterprises, Honourable Leon Jooste, and his team on their visit to our offices this year, were highly impressed with how CRAN is governed and proffered that the Authority is a good example for other SOE’s to emulate. I believe we earned this recognition through hard work, professionalism and technical expertise whilst operating under a constraining regulatory and economic environment.

CRAN is a strategic implementing partner of the Ministry of Information and Communications for ‘Goal and Outcomes number 14’ as set out in chapter 6 “Infrastructure Development” of the Harambee Prosperity Plan (HPP). In this regard, the HPP has clearly defined targets that are aimed at ensuring that the digital divide is reduced through the introduction of ICT services in rural communities by 2020.



Festus K. Mbandeka, Chief Executive Officer

CRAN was engaged in the process of aligning its Strategic Plan 2015 - 18 and its operations so as to position itself to meet and exceed the goals and outcomes that have been set inter alia by the HPP. During the same period CRAN approved the final regulations on Infrastructure Sharing, regulations pertaining to the creation of the Universal Access and Service Fund, regulations setting out the spectrum band plan for Namibia; and the regulations setting out the frequency channelling plan for the spectrum bands 694 - 790 MHz and 790 - 862 MHz. These regulations will all play a pivotal role in the rolling out ICT, specifically broadband services into the semi-urban and rural areas of the country.

Supporting the community within which we operate in, is essential to meeting our vision of transforming Namibia into a knowledge-based society. Hence we were involved in a number of sponsorship initiatives during the year. We for example, donated 17 computers with the latest software to the School of the Visually Impaired, sponsored the third National ICT Summit, the second Namibia National Cyber security Competition, and the Harambee Youth Awards to mention a few.

CRAN also hosted delegates from the Southern Africa region and beyond for the Cross Border Frequency Coordination and the Spectrum Pricing and Auction workshops at the Hilton Hotel, Windhoek. Here important knowledge and experiences were shared to assist member states to carefully manage spectrum within their

respective jurisdictions. Furthermore, regulatory bodies and central government officials discussed different aspects regarding the issue of cross-border interference.

Although there were challenges such as insufficient operational budget and a limited staff complement, we achieved most of our objectives. This was due to the continued hard work of each and every member of the CRAN team, who continue to dedicate their professional lives in ensuring that CRAN not only meets its strategic objectives but exceeds them.

I would like to take this opportunity to thank our esteemed stakeholders for the support, active participation and valuable contributions they have made towards our proposed regulations and other activities. We will continue to count on your usual co-operation and support in the following year.

To our consumers, we will continue to inform, educate and engage you in the regulatory process, to ensure that you are empowered to make the right choices with respect to your ICT needs.

Lastly, I will remain committed to being transparent; create a knowledge-based and innovative environment in our collective quest to achieve our strategic plan objectives and our mandate.

Message from CEO



Festus Katuna Mbandeka

Meet the CRAN BOARD OF DIRECTORS

The men and women entrusted with leading
CRAN for the next three years.



**FRIEDA KISHI
(Chairperson)**

Ms. Frieda Kishi, is a director at Weder, Kauta & Hoveka Inc's northern office and was appointed as the Chairperson of the CRAN Board of Directors effective February 2016. 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 obtained from the University of Potchefstroom in 1995. Ms. Kishi is an admitted legal practitioner of the High Court and was previously employed as a state advocate for several years. She is passionate about transforming Namibia and its people into an active knowledge-based society.



ANDREAS NEKONGO

Mr. Andreas Nekongo is a highly knowledgeable and experienced technical expert with over 20 years in the telecommunications industry. He holds a National Diploma in Business Computing from the Polytechnic of Namibia and a National Technical Certificate in Electrical Training (N3). He enjoys sports and reading subject matters on the latest research in technology.



**ANNE-DORIS NASTASSJA
HANS-KAUMBI**

Ms. Anne-Doris Hans-Kaumbi, the darling of the legal fraternity in Namibia, is a well-seasoned legal professional who is passionate about human rights, especially for marginalised communities. She has extensive experience in drafting pleadings in the High Court, litigation, administration of wills and estates, criminal law, motor vehicle accident claims, divorce matters, registration of companies and reviewing legislation.

She holds a B. Juris and LLB degrees, from the University of Namibia, which she obtained in 1999 and 2001, respectively. She is an admitted legal practitioner in the High Court of Namibia and received various accolades, including, best Justice Training Centre Student, Best Postgraduate Student in the Faculty of Law and the Best Merit Award – Vice Chancellor's Medal, to mention a few.



**MOSES MOLATENDI MOSES
(Vice - Chairperson)**

Mr. Moses Moses is a multifaceted and talented professional with an impressive resume. He obtained a Master's Degree (with distinction) in Intellectual Property Studies from the Institute of Peace, Leadership and Governance Africa University in Zimbabwe, 2014; a Bachelor of Arts Degree in Criminal Justice Studies (with distinction) from the Namibia University of Science and Technology, previously known as the Polytechnic of Namibia in 2011; and a Diploma in Intellectual Property Law from the University of South Africa. Mr. Moses has over 10 years experience in the ICT industry.



MPASI HAINGURA

Mr. Mipasi Haingura has outstanding skills in administration, leadership and labour relations. He is a holder of a Bachelor of Business Administration Degree, obtained through the University of Namibia; a Management Development Programme Certificate obtained from the Namibia Institute for Public Administration and Management and a Leadership Certificate obtained from the African Leadership Institute. In addition, he holds a Human Resource Management Certificate from the Corporate Training and Research Institute.

Mr. Haingura is an avid sports enthusiast and spends his free time in sport development activities particularly football. He is also keen on the latest news and current affairs.



BEVERLEY GAWANAS-VUGS

Gawanas-Vugs is a technology savvy, intelligent and analytical woman, who has a broad spectrum of experience in auditing, finance, taxation, management accounting and project management. She holds a Bachelor of Accounting Degree from the University of Namibia and is currently pursuing a Master's Degree in Business Administration at the Namibia Business School of the University of Namibia.

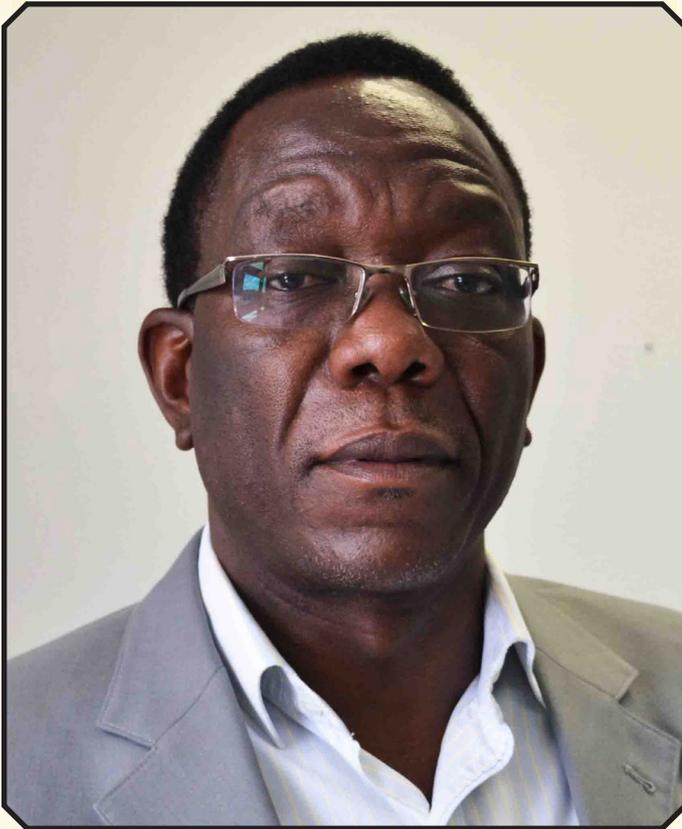
Mrs. Gawanas-Vugs has over 20 years experience in accounting, taxation, finance and management accounting. She completed her five year auditing articles with Price Waterhouse Coopers in 2005.

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@CRANAMIBIA CRANAMIBIA Communications Regulatory Authority of Namibia (CRAN)

MBANDEKA TURNS 1 YEAR AS CEO OF CRAN



Festus K. Mbandeka

Question 1: It has been exactly one year since you joined CRAN. Share with us your thoughts?

My tenure at CRAN has been very memorable. I have learned so much within a very short period of time, since I joined CRAN. Furthermore, it has been adventurous in that there has been a lot of operational and strategic projects, activities, processes, experiences and events that I have to oversee and preside over shortly after my arrival which have been challenging and exciting at the same time.

I worked within the ICT industry before but on the operator side of things, however working for the regulator has provided me with a rare opportunity to have a birds eye view over the entire industry. This exposure has given me a wider and invaluable understanding about the industry. All in all, my thoughts about coming to CRAN are positive and very exciting at the same time. Even though 12 months does not look like a long time, it has shaped my understanding and experience in a profound way.

Question 2: Can you still remember the day when you reported for duty for the first time as CRAN CEO?

I still do, it was on the 9th of September 2016 when I took up employment with CRAN. Before I even came to the Office, the Board with staff hosted a welcoming breakfast for me at one of the best restaurants in town. It was a very moving occasion to receive such a warm reception from the entire company. I am probably one of the few lucky CEO's who have been accorded that kind of an exceptional welcome. This was probably possible given the size and the culture of the organisation. And this was an overwhelming experience, especially to get to meet all the staff members and the board on the very first day. That gave me a very positive impression of the organisation as I felt that I was fully accepted as part of the family from day one.

Question 3: Describe for us the two things that make you look forward to going to work every day at CRAN?

Firstly, the people that I work with. I find the people at CRAN very warm, committed, focussed on what they do, and also innovative in their approach. As a CEO, this is very critical, because the combination of good qualities and such a good work culture motivates me to work even harder knowing that I am surrounded by people who take what they do very seriously and hungry to explore and learn new things. This is probably because a good percentage of the workforce at CRAN is relatively young, which makes the organisation very dynamic in its approach.

Another thing that keeps me looking forward to come to work is the nature and the pace of the work at CRAN. There are no dull moments at CRAN. Every day comes with its unique challenges and excitements and this ignites my appetite to learn more, faster and deeper, and to engage more to grasp the issues and explore solutions. ICT is a very dynamic field and it is ever changing. Therefore, it requires you to

continue learning and learning more every day.

Question 4: In every organisation there are challenges that the accounting officer has to deal with on a continuous basis. In your first year at CRAN, please talk to us about some of these challenges?

One needs to accept that every organisation goes through its own phases. CRAN as a new organisation, being five years old, firstly we must be proud of the many achievements we have realised within a very short space of time. Such a national institution, making it operational, and now executing the mandate in terms of its enabling legal framework requires a lot of hard work and dedication. I think CRAN has done a very good job, therefore, credit goes to my predecessors who have set the pace and the tone.

Having said that, as an accounting officer leading a state-owned entity that is not profit driven; you have to really do within the means and the resources which are at your disposal. That is one issue that challenges you every day, how to execute your mandate within the limited resources that one has, be it human or financial resources. As we all know that CRAN is not subsidised by government, it basically uses the revenue that it collects mostly from the licences to run its operations. Therefore we need to be very prudent in our approach to make sure that we run the organisation to execute our mandate; at the same time we need to employ and retain competent staff to be able to realise the mandate of the organisation. That is a challenge to achieve this with the limited resources that we have.

The second major challenge is the ability to meet the expectations of our stakeholders. Be it the service providers, members of the public, and the Government in terms of its policies and national objectives. So we have to look at how best we can balance the interests of all our stakeholders. Sometimes one has to deal with competing interests and sometimes they share the same common ground. But as the regulator you are really in the middle. One has to consider all stakeholders and ensure that their interests are catered for, at the same time

also to balance out the competing interests i.e. of the service providers to ensure sustainability and viability of the industry. Thirdly, we must also endeavour to ensure that whatever we do reflects the will and the wishes of the Namibian people and the policies of the government, which basically sets out the roadmap for the country.

The other challenge is keeping up with the demand for our services across the country. We work within a legal framework, the Communications Act. However, the industry is so dynamic that more often the legal framework is lagging behind due to fast technological advancements. This is a challenge for any regulator especially in the ICT industry.

Another challenge is managing the expectations of our stakeholders, to make sure that those changes that are coming along benefit the industry and the consumers. One needs to consider the legal framework and the developments that are coming through and see how that benefits the society as a whole. At the end of the day the issues of resources becomes very critical in order to meet the stakeholders expectations.



Festus K. Mbandeka

Questions 5: CRAN has achieved a number of noticeable successes during your tenure; please highlight those that stand out for you?

One has to acknowledge the foundation that has been laid by founding staff members which made it possible for us now to realise some of those success. I know that we have rolled various projects, initiatives, regulations, those pertaining to infrastructure sharing, numbering plan and number portability just to mention but a few. We have also made contributions to the development of the broadband policy and the electronic and cyber transaction bill, which seeks to regulate various aspects of the ICT industry including cyber security which has become a major global concern.

We have also become a key partner in facilitating and providing technical and legal expertise to various national and regional institutions and for making contributions in terms of human resources and financial resources to events like the annual National ICT Summit, which we see as one of the key events which help to bring ICT issues to the forefront at the national level.

As Chairperson of CRASA as of April this year, we have also played a major role at the regional level, where we have lead various committees within CRASA to come up with regional legal frameworks and projects i.e. Roam Like at Home just to mention but a few.

Given the size of our staff compliment and the limited resources at our disposal, we must also take pride in ourselves, for having been able to carry out our statutory mandate and fulfil our national obligations which are ever increasing. We feel that we have given a very good account of ourselves both locally and regionally.

The other important achievement is creating consumer awareness and education about our mandate and the issues of consumer advocacy and protection. This has been evident through the countrywide roadshows and campaigns as well as our participation at various regional trade fairs around the country.

Question 6: Let us talk about the future. What can we look forward to during the second year and beyond of your reign as CEO of CRAN?

Going forward we must look at the new demands and challenges that are facing us. Some of such challenges are namely the limited budgetary allocation that impacts on the operations of the business, retention and attracting of competent skills and ability to offer market related packages. Furthermore, the necessity to relook at our own operational efficiencies/ processes. For CRAN to be able to respond to the needs of our stakeholders it needs to be efficient and effective, in terms of its resources and processes, so that it is able to deliver on its mandate timeously.

The other area is that we need to look at the new national initiatives; we have the Harambee Prosperity Plan (HPP), the National Development Plan Five and also the Ministerial performance targets to make sure ICT delivers socio-economic benefits to the country. Now we need to look at that and integrate them and make them part of our strategic plan so that we are able to move together with other institutions in order to realise the vision and goals set out in those initiatives.



Festus K. Mbandeka

In addition, we need to relook at our enabling legal framework as we need to keep up with new developments in the ICT industry. The Communications Act came into force in 2011 but it took about 10 years to have it passed. We have realised that it needs to be revamped by making new amendments in order to accommodate realities on the ground. This process is of critical importance so that we continue to deliver on our mandate and responds to the needs and demands of our stakeholders in a most effective and efficient manner.

As I said earlier, your human resource is the most important assets in the organisation. To ensure the long term sustainability of the organisation, one has to take good care of such assets. Therefore at CRAN we shall continually strive to create a conducive working environment for our employees not just in regard to terms and conditions of employment but also in terms of the social and physical welfare such as our wellness programme. Capacity building is also a very crucial area for me and the company as we need to continue building skills and harness them with the ever-growing demand for our services. This is done through various training programmes be it in-house and external, in terms of professional development and skills training I believe that this will not only be beneficial to CRAN but in the long term this will benefit the industry as we shall have very skilled and competent workforce. However, with limited resources, we need to focus on the key areas to be able to address some of the needs and demands of our staff.

With the performance appraisal/ management and reward system in place, this shall continue to give our workers incentive and recognise their hard work.

We want to continue on those areas and

explore new ways to make CRAN an employer of choice because we believe that CRAN is what it is because of its staff.

Question 7: What is your message to management and staff?

I would like to implore and encourage the members of staff to continue carrying out our mandate and being excellent brand ambassadors for CRAN both while on and off duty. To continue treating CRAN's business as their own business as without them there cannot be CRAN. They must spread the message that CRAN is here to serve. We must all strive for service excellence, whether we are dealing with members of the public face to face or over the phone, it always creates a long lasting impression. By creating a positive impression through delivering good customer service to members of the public and to other stakeholders, this will give a good account of CRAN and promote a positive image of our brand.

I also want to encourage the staff not to stop learning, learning does not necessarily mean attending a formal course/workshop or attending a workshop, but it includes self-study and also doing research trying to understand new developments in their areas of work and beyond. This will help make them better employees and also develop more expertise in their areas of work and cut out a career path for themselves in their areas of specialisation. We believe that our staff understands better what the needs and desires of our stakeholders are. Therefore feedback and suggestions are meaningful and therefore welcomed if they are done in a constructive and meaningful manner.

We are more than happy with where we are but going forward there are prospects for us to do better and the future looks very bright, we simply have to grab it and take advantage of it.

NEW FOUR-YEAR ‘SPECTRUM BAND PLAN FOR NAMIBIA’

Spectrum is a scarce and limited public resource utilised for the provision of ICT services. CRAN is mandated by the Communications Act to manage spectrum in order to support the changing technological, social, political and economic environment, for the maximum benefit of all Namibians.

CRAN introduced and consulted stakeholders from the telecommunications industry on the new four-year ‘Spectrum Band Plan for Namibia’ on 9 August 2016. CRAN intends to replace the current Spectrum Band Plan published in May 2013. The current Band Plan was published in accordance with the World Radio Communication Conference held in 2012 in Geneva, Switzerland.

In November 2015, the International Telecommunications Union (ITU) convened another World Radio Communication Conference (WRC-15) with the aim to:

- Review the world’s radio regulations; and

- To relook the international treaty governing the use of the radio-frequency spectrum and the geostationary-satellite and non-geostationary-satellite orbits.

Namibia, as a member state of the ITU and an active participant in WRC-15, has an international obligation to structure its national spectrum band plan in accordance with the outcomes of WRC-15. Upon enforcement, the new spectrum band plan will form the basis upon which CRAN will award spectrum use licences to the industry and government for the next four years.

A very important outcome of the November 2015 World Radio Communication Conference is the agreement to allocate a portion of the radio spectrum for global flight tracking to prevent future disappearances in direct response to the disappearance of Malaysian Airlines Flight MH370 in which 239 people lost their lives.



Jochen Traut, Chief Operations Officer



Invited guests

FINAL INFRASTRUCTURE SHARING HEARING

CRAN held the second public hearing on the proposed Regulations on Infrastructure Sharing on 27 June 2016. This hearing gave stakeholders the final opportunity to make submissions and give further input on the content of the draft regulations.

The Communications Act further requires telecommunications and broadcasting service licensees and utilities to share infrastructure in order to promote competition. All carriers, holders, and utilities of service technology neutral service licences must share infrastructure with other licensees or allow the latter to install or utilise telecommunications and broadcasting infrastructure in line with the provisions of the Communications Act and regulations as published by CRAN from time to time.

Furthermore, Section 48 and 50 of the Communications Act sets out conditions and charges pertaining to the sharing of infrastructure, which must be reasonable, non-

discriminatory and fairly apportioned among licensees and utilities.

Some of the key advantages of infrastructure sharing are amongst other, the reduction in capital and operational investment requirements, lowering of environmental impact and energy requirements and the creation of new revenue streams. This therefore, frees up capital for more strategic investments, provides for new service offerings and decreases barriers to market entry for new players, which in turn fosters the promotion of competition.

It is critical to mention that CRAN has no jurisdiction over the strategic business decisions of licensees, however, CRAN wishes to see business decisions by licensees to at all times be lawful, in order to safeguard the environment and to ensure fair competition for all the players and protection of the industry and consumers alike.



Festus K. Mbandeka



Jochen Traut and Ronel Le Grange

CRAN DONATES COMPUTERS TO THE SCHOOL OF THE VISUALLY IMPAIRED

CRAN brought joy to many visually impaired learners in July 2016, when over 17 computers, audio equipment and specialised software packages were handed over to the School of the Visually Impaired computer laboratory. The School, located in Windhoek's Khomasdal area, operates an IT laboratory for its partially and fully blind learners aimed at equipping them with essential computer literacy skills.

However, over time, the laboratory's 15 original computers suffered from wear and tear and therefore became obsolete and could no longer meet the minimum hardware specifications required for a major software upgrade to be performed.

CRAN's donation to the School included the replacing of the obsolete computers in the laboratory with 17 brand new computers. In addition, CRAN also paid for the renewal of all the expired software licences and for the software upgrades.



Festus K. Mbandeka and a student from the School of the Visually Impaired



Ms Merlize Fransman, Principal of the School of the Visually Impaired and Festus K. Mbandeka

SPECTRUM AUCTION WORKSHOP

CRAN hosted the Cross Border Frequency Coordination Workshop and the Spectrum Pricing and Auction Workshop from 16-19 August 2016. The SADC region needs to create a framework for the harmonisation on the use of radio frequency spectrum so that the radio communications sector can make its contribution towards regional economic integration.



Festus K. Mbandeka, Chief Executive Officer

Harmonisation in the region is crucial to ensure, amongst other, economies of scale in the radio equipment, interoperability between systems and networks, facilitating frequency coordination

between different countries, establishing international systems and networks and to enable roaming between networks.

The 2013 SADC Frequency Allocation Plan acknowledged that currently, the use of some radio frequency spectrum bands in SADC countries are different due to, among others:

- Legacies in system deployments;
- Different time scales for the introduction of new technologies;
- Different services and technology requirements as well as different bandwidth requirements.

While it is not possible to align the use of spectrum in all the frequency bands between all the SADC member states, it is however evident that a de facto harmonisation already exists in many frequency bands. The next task is to extend harmonisation to as many frequency bands as possible.

The workshop also looked at issues pertaining to cross-border interference. Some of these issues include, but not limited to:

- The use of faulty or non-standard equipment;
- The unauthorised or illegal use of frequencies;
- Spill over signals effects from neighbouring countries;
- The use of inappropriate levels of power.

All of these issues can affect attenuation; negatively affect the successful transmission and reception of signals, add to the problems of cross-talk and to the general problem of channel radio interference.

CRAN REVIEWS SPECTRUM FEES

CRAN hosted a public hearing in Windhoek to introduce the new regulations on spectrum fees. Stakeholders such as telecommunication service providers, broadcasters, maritime, aeronautical and amateur licensees were afforded an opportunity to provide their input.

The new regulations were proffered as the current spectrum fees have not been reviewed since 2007". Further to that, there is an inflationary impact cost recovery in respect of operational activities and capital investment pertaining to spectrum management, which necessitate the review process.

CRAN would like to achieve simplicity by ensuring that the charges are easy to understand, are practical and minimise collection cost. Upon finalisation, the proposed fees will come into force on 01 January 2018.



Festus K. Mbandeka, Chief Executive Officer

OWNit!

THE RIGHT TO CONNECT.



Never Ignore Software Update Notifications

DID YOU KNOW? Every time you connect to a network, CRAN aims to protect you, ensuring you are informed, engaged and empowered as an ICT consumer.

Getting the notification on your phone reminding you that it is time for an update, can be annoying at times and we always end up clicking "Remind me Later". But as irritating as this may be, software updates are important for ensuring you make the most of your phone usage.

Updating your mobile device will not only make your device run smoother, but it will make it more secure! To get the best performance and features from your smart phone or tablet, you should ensure that you always run the latest available software. Do not just update your applications, but also ensure your device is running on the latest operating system.

Here are some of the ways you can make the best use of your mobile device:

How can I keep my phone safe?	Do not use your phone where it is unsafe.
Can I operate my phone while driving?	It is illegal to handle your phone while driving, but, if you must take a call, please make use of a hands-free device.
How can I safeguard my personal information on my phone?	Ensure that you have a strong password or PIN code on your device.

You have the right to use your device, but you also have a responsibility to protect your personal information

For more information on Mobile Phone Usage and the OWNit! campaign, visit our blog / website.

OWNit! Don't forget to check out our complaints handling procedure on our website.

For more information: Call us on 061 222666 Email CRAN at cran@cran.na
Find CRAN at No. 56 Robert Mugabe Avenue, Communications House, Windhoek



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Communications Regulatory Authority of Namibia (CRAN)

BROADCASTING CODE



Emilia Nghikembua, Head: Legal Advice

The Communications Regulatory Authority of Namibia (CRAN) held the second public consultative meeting in terms of Regulation 6 of the Rule Making Procedure Regulation pertaining to the Proposed Code of Conduct for Broadcasting Service Licensees. Although heavily contested by media practitioners, the meeting aimed to provide stakeholders an opportunity to study the revised Broadcasting Code and to provide further comments.

The Proposed Broadcasting Code is formulated in terms of section 89(2) of the Communications Act (Act No. 8 of 2009), to ensure the independent regulation of broadcasting services, access to broadcasting services, and broadcasting content in the public's interest. Secondly, to ensure the provisions aimed at attaining availability of local content, commitment to public debate and discussions and to promote transparency and accountability.

Speaking at the public hearing, Festus K. Mbandeka the Chief Executive Officer, CRAN said that after careful consideration, CRAN decided to formulate the Code, as the Authority found the current self-regulation efforts as

insufficient in the scope and applicability to satisfy the objects of Section 89 of the Communications Act. Mbandeka added that the broadcasting code is applicable to all media houses that will produce and air audio and/or visual media for broadcast to the general Namibian public.

The rule-making process allows for a consultative, interactive platform for stakeholders to provide their views, opinions and oral comments on proposed regulations. In addition to the public hearings, stakeholders also have the opportunity to provide written submissions on the proposed regulations within the provided time frame. The oral and written consultative rule making process should be viewed as an opportunity to engage transparently, raise questions and seek facts on the legislative process.

All written comments pertaining to the broadcasting code had to be submitted to CRAN by 20 September 2016. There after all comments will be considered and incorporated and the Authority will make a final determination.

PROFILING MR JOCHEN TRAUT CHIEF OPERATIONS OFFICER



the top (OTT) providers will be much bigger players on national markets since Regulators and Governments want to tap into the revenue they are generating outside a country and that Internet of things (IoT) and Internet of Systems (IoS) will play a much bigger part of our lives. We will have more things that we will control via our devices be it the phone, tablet or PC. Today everyone is using WhatsApp or Skype. In three years there will be other applications that we will be using instead of the ones we are using now. I also expect that in three years no operator will have any 2G equipment deployed. The minimum standard will be 3G. Also in rural areas.

1. What drew you to the ICT Sector in the first place

I really had no choice it was my parents decision. My dream was to become an Architect or Civil Engineer and build bridges and roads. As the oldest of four sibling's my parents did not have enough money to send me for any studies instead they arranged for me to start a career at the "Post Office". I thus started my career as "epie" or trainee at the Post Office on 17 November 1977. I had nothing like a break after the matric exams because I wrote my last matric exam paper on the 16th of November 1977. Today I certainly do not regret the decision made by my parents to send me to the "Post Office", however, I turned my dream to design and build bridges and roads into using it to design and build Telecommunication networks and tower sites.

2. Where do you see the ICT sector going in the next 3 years?

I really cannot say where the ICT sector will be in three years because things are moving very fast and a lot of innovations are taking place. What is certain is that there will be many changes in 3 years. One will be that Over

3. What in your opinion are the ICT success drivers in the sector at the moment?

The demand by users to have access to information instantly. This demand for information and being always connected is like an addiction. Also there is a huge hidden and unknown demand in rural areas for ICT services.

4. What in your view are some of the challenges that are impacting the ICT industry in Namibia?

The biggest challenge is that, Namibia is huge in geographic size with such a small population. The cost of providing the ICT infrastructure is very high whilst there are no real economics of scales (remember for a base station and radio/TV transmitter stations to be active it also requires electricity and access to roads) so that all Namibians can have access to ICT networks.

5. What new exciting regulations can the consumers and the rest of the industry players look forward to in the next year, and how will these regulations impact them?

For consumers, the consumer protection

regulations will be a huge benefit. With the 700/800 spectrum band becoming available, it gives CRAN an opportunity to link roll-out obligations to additional spectrum, meaning that licensees will be forced to provide services in unserved rural areas and extend broadband services by replacing 2G services with at least 3G services. Coverage will thus improve.

6. What are some of your passions in life (what drives you to wake up every day)?

I am a community servant. I served on school boards for 13 years. I was involved in schools soccer and on NPL level for 15 years, I was even an active union leader (I was Vice President of the PSUN) however one thing is a given - whatever I do I do it with passion and dedication.

7. What are your hobbies (how do you relax)?

I find it difficult to relax. I will always be busy with something but Fishing and Camping are my real hobbies. You will not find me in Windhoek on a long weekend. I am also a DIY person – I do most of the things at my home self – be it tiling, gardening or installing a solar system.

8. What in your view have been your professional achievements and major challenges thus far?

There are many but to name a few:

1. I was the only person at the Post Office that had a technical and commercial qualification and when the Post Office was commercialised and split into Telecom Namibia and Nampost I was the person that set up the Telecom Namibia Commercial Division and Marketing Department.
2. Part of my commercial duty at Telecom was to setup MTC and I was one of two people at Telecom Namibia that setup MTC. What many people don't know is, due to the setting up of MTC, the Namibian Communication Commission was established, in order to issue a mobile licence to MTC.
3. I was the first employee at MTC. When I

joined MTC I went back into the technical field and setup the foundation of MTC and implemented a mobile network making a permanent difference to the lives of many Namibians.

4. Lastly, the rollout of the first 2G and 3G data services in Namibia – today data service is called broadband service.

9. Give us a brief background of your educational qualifications?

I have a Masters Diploma in Technology (to get to the level of Masters Diploma I first had to do a Certificate and then a Diploma course) from the Technicon of Pretoria (now Tswane University of Technology), I have a B Com degree from UNISA, and my major subjects were Economics and Marketing. I did the Senior Management Development Programme from the University of Stellenbosch Business School and I started an LLB through UNISA and completed 20 of the 40 modules. The LLB studies I undertook are now very useful as Chief Operating Officer in CRAN – I have basically done all the 101's in legal.

I have 37 years' experience in the industry complemented with a lot of passion and dedication for the ICT industry.

10. What book are you reading at the moment?

I always read two books at the same time – one is for leisure and here I like Tony Park and Wilbur Smith books but currently I am reading "Disclaimer" by Renee Knight. The second book will be a business/motivation/management or political based book issues and now I am reading "Why Nations Fail" by Daron Acemoglu and James A Robinson.

11. What is your motto in life?

"Just do it"

12. What message /remarks do you have for the consumers and industry players?

Be prepared for lots of changes

FREQUENTLY ASKED QUESTIONS - TYPE APPROVAL OF TELECOMMUNICATIONS EQUIPMENT



Lazarus Paulus, Type Approval Officer

With the proliferation of ICTs streaming the market, and the added advantages they offer consumers and the industry at large, consumers are becoming more and more vulnerable to harmful technologies. Thus CRAN, as with other international and regional regulators, formulated Type Approval regulations, which intend to protect the consumer from any harmful effects that may emanate from the use of equipment and devices.

Secondly to address harmful interference caused by devices and equipment imported and used in Namibia resulting in poor service quality and interruption of telecommunications, broadcasting, security and other electronic communications services.

Thirdly to protect the consumer from being sold substandard or fake equipment.

On 30 October 2016 all providers of electronic

equipment should acquire type approval certificates. The questions below will further elaborate on what type approval is and the process required to obtain a certified type approval certificate.

What is type approval?

The International Telecommunications Union (ITU) defines 'Type Approval' as the technical evaluation of equipment against prescribed specifications with the objective of determining its conformance to these specifications.

Who requires type approval?

The 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 Republic of Namibia.

What is "telecommunications equipment"?

Telecommunications equipment” means, communications or networking equipment with an interface to public network or wide area network services and includes, but 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.

How do I apply for type approval?

The application 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 submitted by hand or electronically. Hand delivered applications can be submitted at the head office of the Authority, namely Communications House, 56 Robert Mugabe Avenue, Windhoek; or by post to Private Bag 13309, Windhoek 9000; by electronic mail to operations@cran.na. Faxed applications may be forwarded to +264 61 222790; or fax to e-mail to: 0886550852.

What if my telecommunications equipment is only transiting through Namibian territory?

Telecommunications equipment which is temporarily imported into Namibia for re-export does not require type approval.

How long does it take to get my equipment type approved?

It takes four weeks as per the regulations.

How long is a type approval certificate valid for?

Three years.

What are the consequences if I do not get my equipment type approved?

It is the responsibility of manufacturers, vendors or equipment suppliers to acquire the necessary type approval, while consumers and resellers must ensure that the telecommunications equipment they purchase is type approved in Namibia” CRAN will prosecute noncompliance with the regulations as regulatory offences and enforce the provisions of these regulations in terms of sections 114 and 127 of the Communications Act, Act 8 of 2009.

What are the fees involved?

Different equipment have different fees which are subject to change. Please enquire by email to: operations@cran.na



NATIONAL ICT SUMMIT

The Windhoek Country Club and Resort was buzzing with excitement and festivities as ICT innovators, speakers and exhibitors took to the stage to showcase their latest innovations and technologies during the third ICT National Summit, which took place from 10 to 12 October 2016. The theme of this year was “Digital Transformation towards Economic Growth and Prosperity”.

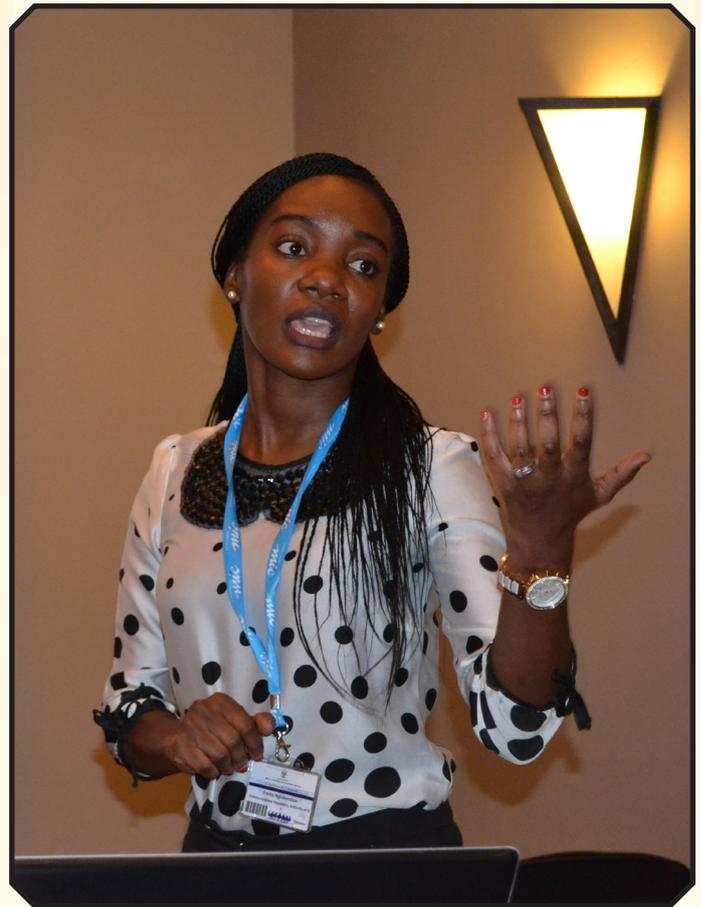
This year, CRAN was represented by Festus K. Mbandeka, Emilia Nghikembua and Helene Vosloo. They presented on the following topics:

Helene presented on Economic Regulation and Digital Transformation

Festus: presented on Infrastructure Sharing towards Economic Prosperity

Emilia: presented on the Regulation of OTT and Social Media in Namibia

These presentations can be found on the CRAN website at www.cran.na.



Emilia Nghikembua



Festus K. Mbandeka

CRAN AT ONGWEDIVA, WINDHOEK AND ERONGO TRADE FAIR



The high-tech CRAN stand

The Windhoek Show

CRAN participated at the Windhoek Industrial and Agricultural Show (WIAS) 2016 from 30 September to 08 October 2016. The stand received good compliments from visitors including the Honourable Minister of Information and Communications and Technology, Tjekero Tweya, Governors, Councillors, and Pastors.

The main objective was to create awareness and educate visitors at our stand about the following:

- CRAN's mandate and its responsibilities;
- CRAN's licencing procedures for TV, Radio & Telecommunications;
- Type Approval for telecommunication equipment; and
- Consumer complaints procedures.

The quiz game was the main attraction to the CRAN stand. It consisted of four different categories of which consumers had an option to choose whether they want to answer questions on Licensing, Type Approval, Consumer Complaints or on CRAN's mandate and responsibilities. This helped the visitors to gain a better understanding of CRAN's mandate and

its activities.

We also had a puzzle designed with CRAN's logo to engage children who visited the stand. We used a timer to gauge how long they took to complete the puzzle, and If the children complete the puzzle in less than 3 minutes, we would reward them with a prize. The puzzle game proved to be popular not only with the children, but we had a few adults who wanted to try their luck at winning a prize.

Ongwediva Trade Fair

CRAN participated at the Ongwediva Annual Trade Fair from 26 August to 03 September 2016. The exhibition was a success in terms of the overall strategic goal, which was: to create awareness and educate visitors to our stand about CRAN.

The touch screen proved to be a very useful means of communication for visitors who needed to get a better understanding of CRAN's mandate and responsibilities. Every single person who took part in the quiz walked away having a new and deeper understanding about CRAN and its operations.

Below are a few comments from the visitors with respect to the Trade Fair:

- I really appreciate the organisation of CRAN because I have learn much on things that I was not aware of and I would love them to come continue this information to all citizens in the country - Haiping Abraham.
- CRAN is an integral part of our Communications Sector, keep up the great work - Name not provided.
- I found the stand very informative and I am looking forward to later working for your company - Ihalwa Wilhemina.
- The stand is very informative, lovely people and know to make visitors feel at home - Name not provided.
- This stand is awesome! Nice camping chairs, beautiful friendly people, will definitely recommend CRAN to my friends! - Name not provided.
- The business must come forward we want to enjoy!! - Ashipala Jacobina Dinah.
- Good customer service, friendly and helpful- Thank you - Christine Gases.
- Good service, professionally – grateful IT communication service quality is looked into - Josephine Nujoma.

The exhibition was a success in terms of the overall strategic goal, which was: to create awareness and educate visitors to our stand about CRAN. Most of the visitors had never seen or heard of CRAN before. A small number had an idea about CRAN, but lacked specific information. The few minutes they invested at the stand were rewarded with a promotional item and new knowledge about CRAN through interaction with the team and in particular when they took part in the quiz game on the touch screen.

Namport Erongo Expo

CRAN participated at the Namport Erongo Business and Tourism Expo from 26 - 29 October 2016. The stand comprised of LCD screens that displayed telecommunications animated pictures and played videos and presentations about CRAN. The high-tech stand attracted numerous visitors and exhibitors. The team also received good compliments on the excellent customer service they exhibited during

the show.

CRAN placed strip adverts in the New Era, Confidante, Namib Times and The Patriot newspapers, announcing CRAN's participation at the Erongo Expo. The Comms department also used West Coast FM to produce radio adverts and live telephonic interviews to create awareness about CRAN's participation at the Erongo Expo. Furthermore, the department used social media platforms such as Instagram, Facebook and Twitter to announce CRAN's participation at the Erongo Expo.

The exhibition was a success in terms of the overall strategic goal, which was, to create awareness and educate consumers about CRAN's mandate, activities and responsibilities.

Most of the visitors had never seen or heard of CRAN before. A small number of them had an idea about CRAN, but lacked specific information.

The quiz was also the main attraction to the CRAN stand, as we found creative ways to engage our stakeholders and make our subject matter easier and fun to understand. We handed out brochures and corporate items such as car shades, pens, drawstring bags and t-shirts.

All the trade shows we participated in gave CRAN an opportunity to build the brand, educate and inform stakeholders about its mandate, responsibilities and activities.



John Imene having a live radio interview with Phillip on Energy 100

GET ICT SAVVY

This section is new to the Cranicles edition, and aims to educate and inform consumers on ICT related matters. In this edition we will look at the importance of securing a password and outline different ways to create a secure password. This feature is divided into two parts. This edition will look at part one.



How To Choose a Secure Password

Passwords are the digital keys to our networks of friends, our work colleagues, and even our banking and payment services. We want to keep our passwords private to protect our personal data and that of the organisations we work for, and that includes our financial information. While some cybercriminals may want to hack into our social networking like Facebook, Twitter, Instagram and or email accounts like Gmail, yahoo, and outlook, most of these cybercriminals want the financial gain that hacking into our bank accounts can bring.

The most important two passwords that needs to be protected are those of your email and social network accounts. Because if a cybercriminal gains access to your email account, he/she could use the "forgot your password?" link on your banking or other websites that you use. When cybercriminals get access to your social network, they send your friends links to dangerous websites or post fraudulent messages asking for money and favours.

What needs to be done?

There are numerous ways that cybercriminals crack (reveal) a password without the use

of malware or that of phishing attempts and spyware. They can try to login into your account by guessing your password based on the personal information gained from your security questions. This is why it is advisable not to include any of your personal information in your passwords.

Cybercriminals can also attempt to gain access to your account by having your password broken using a password cracker. A password cracker uses brute force attack by using multiple combinations of characters repeatedly until it generates the right password to the account being attacked. Having a short and weak password makes it quicker and easier for the password cracker program to generate the correct combination of characters for your password.

If you have a longer and more complex password, the less likely a cybercriminal will use the brute force method, because of the amount of time it will take for the password cracker program to guess it. If the cybercriminal does not have the time to wait so long, they will use a method called a dictionary attack instead, where the password cracker program will cycle through a predefined list of common words that are used in passwords.

Creating a Strong Secure Password

In order not to be a victim of such kinds of attacks, there are Do's and Don'ts on how to choose a more secure password.

Do's

Use Two-way Factor Authentication (2FA) whenever possible. This adds an extra layer of security to any account you are logging into. It also allows you to choose two of four types of identification methods:

- One Time Password/PIN (OTP)
- A tangible item such as the last 4 digits of a credit card in your possession or a mobile device that a code can be sent to.
- A fingerprint or voiceprint.

- USB key Token
- Use a combination of uppercase and lowercase letters, symbols and numbers.
- Make sure your password is at least eight to twelve characters long. The more characters and symbols your passwords contain, the more difficult they are to crack (Use a passphrase).
- Change your password more often.
- Log out of the website and devices you have visited online when you are done using them.
- Use abbreviated phrases for a password. For example "I always wanted to be much secured." You can change this phrase to an abbreviation by using the first letters of each word and changing the word "to" to a number "2." This will turn out into the following basic password phrase: iaw2bms. We can still make it even more complex by adding special characters or symbols: #iaw2bms@.

Don'ts

- Do not use commonly used passwords such as 123456, "password," "qwerty", or repeated letters or numbers.
- Do not use a derivative of your name, the

name of a family member or the name of a pet. In addition to names, do not use phone numbers, addresses, birthdays or ID numbers.

- Do not use one password for all your accounts and websites.
- Do not write your password down on a sticky note or desk calendar.
- Do not click "yes" when prompted to save your password on any browser.

This may seem too much for you handle, we can simplify this whole process by using a Password Generator or a Password Manager. This will allow you to customize your password by length, and gives you the choice of including letters, numbers, mixed case and special characters. Create one master password to manage all your online passwords.

This may seem like a long, complicated process to go through just to log into a website, however, it is not as complicated as a cybercriminal gaining access to your accounts and stealing your identity, data and sensitive information. In part 2 we will discuss about Password Managers and how they are used to secure passwords.

