



# CRANICLES

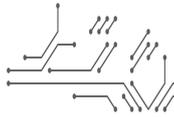
Communications Regulatory Authority of Namibia

NEWSLETTER

1st Edition | June 2018

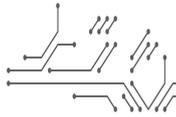
## NAMIBIA'S ICT COMPETITIVE INDEX RATING IMPROVES





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## FOREWORD BY THE CEO

The Information and Communication Technology (ICT) sector made numerous contributions which had a meaningful and positive impact in the lives of ICT stakeholders and Namibians across the country. I applaud all our stakeholders for supporting us and availing their time to participate in the regulatory reforms and activities.

Namibia made tremendous strides in the ICT industry. This is clear from the number of industry players to date, which total 26 telecommunications service licensees and 36 Broadcasting licensees. Whereas Namibia's mobile phone network population coverage increased exponentially to 95%, while mobile subscriptions are recorded at 112.95 per 100 inhabitants as of March 2018.

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Additionally, the number of active mobile broadband subscribers increased from 1.5 million in June 2016 to 1.6 million in June 2017, an indication that more people are using Internet via their mobile devices.

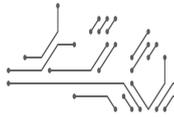
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With the launch of associations and entities that promote the use of and access to the Internet such as the Internet Society Chapter in Namibia, I trust that further advocacy programmes and policies will be formulated and implemented to increase access to the Internet, especially for people who are in marginalised communities. We at CRAN believe that the Internet is one of the greatest equalizer and access to affordable ICT services and has become an essential basic human need.

It is necessary to state that the penetration of telecommunication services has improved rapidly due to the introduction of effective regulatory interventions from CRAN. These interventions led to the reduction of termination rates in Namibia, which decreased from N\$ 1.06c to N\$ 0.10c for mobile and fixed operators alike, which in turn has ensured fair competition and consumer protection in the telecommunications sector.



**Festus K. Mbandeka**  
CRAN Chief Executive Officer



CRAN's National Numbering regulations, which make way for number portability, will afford consumers the opportunity to have number portability from one licensee to another without losing their number. These regulations intend to create competition by levelling the playing field between telecommunication service providers and in turn ensure consumers receive quality and affordable services, products and competitive prices.

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CRAN in 2017 imposed additional obligations on telecommunications licensees applying for additional 3G spectrum allocation to accelerate coverage to under and unserved areas and to improve the quality of service.

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On the issue of Type Approval, I wish to assure stakeholders that CRAN is working around the clock to improve the application and implementation of the Type Approval regulations and subsequent process.

It is imperative that applicants adhere fully to the Type Approval regulations to avoid any delays and inconveniences especially during the importation of telecommunications equipment at various borders of the Republic of Namibia.

Another achievement worth mentioning is that CRAN has been instrumental in reducing roaming tariffs within the region at 29% for voice & sms and 87% for data. I am equally delighted to note the introduction of a telecommunications database which is accessed through a portal. In addition, CRAN also introduced

a tariff calculator, which allows customers to specify their personal average usage per month in terms of voice minutes, SMS and data both for prepaid and post-paid packages.

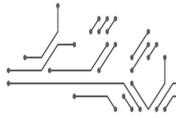
Modern and reliable infrastructure is critical for high and sustained economic growth as almost everything in the economic value chain tends to be slower, less reliable and more expensive than is necessary. Thus I am pleased to announce that there are Infrastructure Sharing Regulations in place, which set out to create a framework for all telecommunication services providers to share passive infrastructure, such as tower space and wireless and fiber transmission networks and active infrastructure, such as central databases and platforms.

Enforcement of these regulations will make provision for sharing of infrastructure between telecommunications service providers on a non-discriminatory basis, and ensure that the cost of offering such services are reasonable and lower barriers for new entrants to the market.

As the industry grows and needs are identified, it was necessary for CRAN to introduce new licence categories. I am equally excited to announce that there is a new licence category called Class Network Facilities telecommunications service licence, which allows the telecommunication providers to construct, maintain, own and make available one or more network elements, infrastructure or other facilities that facilitate the provision of telecommunications services, broadcasting services, electronic communications services or application services including content services.

The Authority received two awards in 2017. One for the company which employs the most student Interns in the country and another Golden Key Award for being the most open and transparent public institution with universal access to information.

A hand of gratitude is extended to our valued stakeholders both internally and externally for walking this amazing journey with CRAN as we **"Push ICT forward in Namibia"**.



## EDITORIAL

CRAN made significant changes in the ICT landscape of Namibia over the years. It was instrumental in improving Namibia's ICT competitive index rating, a milestone worth celebrating.

This edition of Cranicles will give an account of the changes that transpired and provide a genealogy of events that occurred from late last year to March 2018. It provides an overview of public hearings, workshops that were held during the last quarter of the year, awards won, and a feature on the status of the postal industry in Namibia to mention but a few.

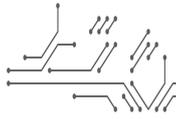
This issue will also feature articles on the ICT Regulatory Tracker, the Recording of private conversations and circulation of indecent material, CRAN's signing memorandum of

understanding with Namibia University of Science and Technology (NUST) and the University of Namibia (UNAM) and type approval procedures as well as consumer protection regulations.

I trust that you will enjoy the read.

If you have any comments or queries please drop us an email at [communications@cran.na](mailto:communications@cran.na)



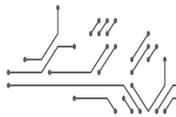


# NAMIBIA'S ICT COMPETITIVE INDEX RATING IMPROVES

Country Name	OECD 30 calls and 100 SMS basket in USD	Rank
Egypt	0.85	1
Sudan	1.20	2
D.R Congo	1.51	3
Tunisia	1.77	4
South Sudan	1.89	5
Ghana	1.94	6
Kenya	1.97	7
Tanzania	2.22	8
Nigeria	2.26	9
Ethiopia	2.50	10
Mauritania	2.53	11
Somalia	2.59	12
Mauritius	3.28	13
Libya	3.74	14
Guinea	3.76	15
Rwanda	3.82	16
Gambia	3.97	17
Madagascar	3.99	18
Uganda	4.14	19
South Africa	4.94	20
Sierra Leone	5.00	21
Liberia	5.00	22
Botswana	5.20	23
Namibia	5.36	24
Swaziland	5.54	25
Cape Verde	5.56	26
Cote d'Ivoire	5.62	27
Burundi	5.97	28
Mozambique	6.61	29
Malawi	6.95	30
Zambia	7.21	31
Cameroon	7.53	32
Algeria	7.91	33
Comoros	8.00	34
Lesotho	8.45	35
Central African Republic	8.49	36
Zimbabwe	8.57	37
Benin	9.14	38
Mali	9.17	39
Senegal	9.36	40
Burkina Faso	10.22	41
Togo	10.38	42
Gabon	10.60	43
Congo Brazzaville	11.01	44
Sao Tome and Principe	11.61	45
Niger	11.67	46
Seychelles	11.98	47
Chad	12.47	48
Angola	13.97	49
Guinea-Bissau	20.56	50
Morocco	33.42	51

Country Name	1GB prepaid mobile broadband per month	Rank
Egypt	0.57	1
Mozambique	1.49	2
Zambia	2.20	3
Guinea	2.20	4
Ghana	2.23	5
Rwanda	2.34	6
Sudan	2.38	7
Kenya	2.44	8
Uganda	2.76	9
Nigeria	2.78	10
Cameroon	2.81	11
Tanzania	2.84	12
Burundi	3.10	13
Niger	3.74	14
Tunisia	4.14	15
Senegal	4.31	16
Madagascar	4.65	17
Cote d'Ivoire	4.68	18
Malawi	4.83	19
Liberia	5.00	20
Morocco	5.42	21
Cape Verde	5.56	22
Mauritania	5.63	23
Gambia	5.67	24
Mauritius	5.86	25
South Sudan	6.44	26
Algeria	7.01	27
Zimbabwe	7.14	28
Namibia	7.35	29
Benin	7.49	30
Gabon	7.49	31
Burkina Faso	7.50	32
South Africa	8.28	33
Sierra Leone	8.41	34
Togo	8.43	35
Congo Brazzaville	9.36	36
Mali	9.36	37
Lesotho	9.61	38
Sao Tome and Principe	10.00	39
Comoros	10.16	40
Ethiopia	11.63	41
Libya	11.98	42
Central African Republic	12.04	43
Botswana	13.40	44
Seychelles	14.46	45
Somalia	15.00	46
Swaziland	16.45	47
Guinea-Bissau	16.85	48
D.R Congo	20.00	49
Chad	22.47	50
Angola	24.86	51

Source: Research ICT Solutions 2018 Q1



CRAN recently received data from Research ICT Africa which compares prices for Namibia's telecommunication sector. In the second quarter of 2017, Namibia was ranked 16<sup>th</sup> in Africa and 4<sup>th</sup> in SADC region in terms of offering the cheapest voice and SMS products in the country. CRAN data also suggests that there is a shift away from voice and SMS revenues towards data revenues, driven by Over-the-top (OTT) services, social media platforms such as Facebook, Instagram and other IP-based services.

Namibia is ranked 21st in Africa and 5th in SADC in terms offering affordable mobile prepaid broadband prices. In terms of roaming, on average, retail voice tariffs for "calls to home countries" reduced by 19% since the implementation of the project towards the end of 2015.

The countries currently participating in the roaming project include Botswana, Mozambique, Namibia, Swaziland, Zambia, Zimbabwe and some operators from South Africa.

The 2016 annual Telecommunications Sector Performance Review is available on the CRAN website. It evaluates the developments in the ICT Sector and takes the following aspects into account:

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

This overview is needed for strategic planning, regulatory interventions, general data and information for members of the public, policy-makers, academics and decision makers. Previous reports are available on CRAN's website on [www.cran.na](http://www.cran.na)



# CRAN DEVELOPS A WEB-BASED TELECOMS DATABASE AND TARIFF CALCULATOR FOR CONSUMERS

CRAN recently launched a web-based telecoms database and tariff calculator (comparison tool) available online through a portal. The tariff calculator (comparison tool), allows consumers to customise their telecommunications packages, while the database makes it easier for telecommunications licenses to submit tariffs for approval and amendments which simplifies the submission process. Operators can submit all data requirements through the portal. The database makes access to information and communication technology (ICT) data easily accessible and automates the compilation of ICT statistics. These statistics are automatically updated as and when an operator submits new information.

The tariff calculator (comparison tool) component of the database allows consumers to specify their personal average monthly usage for voice minutes, SMS and data for prepaid and post-paid packages. The tariff calculator displays the cost for all products available in the market and enables consumers to make an informed decision when selecting a package and a telecommunications service provider. A calculator for broadband cost comparison was recently added.

The database performs the following functions:

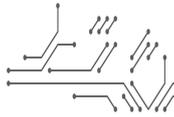
- Allows operators to apply online for amendments of tariffs of existing products;
- Apply for approval of tariffs for new products;
- Supports CRAN in its approval process by generating the required statistics and benchmarks;
- Creates a depository of products and product changes over time;
- Captures quarterly and bi-annually information submitted by operators, and;
- Allows operators to submit data and annual audited financial statements online to CRAN.



**Fillemon-Shilongo, Researcher Statistician**

The database is further structured with multi layered security and access protocols to ensure that data is securely stored and that confidentiality is maintained. The tariff calculator can be accessed via any web browser on [www.cran-portal.org](http://www.cran-portal.org) or via the CRAN website on [www.cran.na](http://www.cran.na).

*For more information on the database and the tariff calculator, contact the Economic Sector and Research Department on [economics@cran.na](mailto:economics@cran.na) or on Tel: (061) 222 666.*



# BROADCASTERS ATTEND DIGITAL SOUND BROADCASTING WORKSHOP



*Delegates at the Digital Sound Broadcasting Workshop*

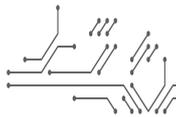
CRAN hosted the first of its kind Digital Sound Broadcasting workshop. This workshop was attended by broadcasting service licensees from across the country.

The workshop facilitated discussions on Digital Sound Broadcasting and technologies, such as Digital Audio Broadcasting (DAB) and Digital Radio Mondiale (DRM), with the view to develop a regulatory framework for the broadcasting industry. Speaking at the event CRAN's Festus K. Mbandeka, highlighted that "this initiative is in line with key national plans such as the Harambe Prosperity Plan (HPP) and the fifth National Development Plan". The CEO further emphasised that Namibia, as a signatory and a member state of the Telecommunications Union (ITU), is required to implement Digital Sound Broadcasting (DSB) by 2020.

The one day workshop highlighted the overview and advantages of DAB and DRM, the international status quo and current challenges with the implementation of frequency bands for development planning for DAB and DRM networks. Other topics covered included the requirements for frequency plan for DAB+ and DRM deployment, requirements for measurement of current VHF antenna patterns of the existing infrastructure for DAB deployment and the availability of frequencies in Namibia to deploy.

The well attended workshop was facilitated by Vaughan Taylor and Tobie Conradie from LS Telcom.

Namibia, as a signatory and a member state of the Telecommunications Union (ITU), is required to implement Digital Sound Broadcasting (DSB) by 2020.



# NAMIBIA GEARING TOWARDS 5G



**Delegates at the 5G Workshop**

It seemed like it was just yesterday, when everyone in the country was raving about the launch of LTE, also known as 4G. However, our industry's robust, fast-paced and dynamic environment is constantly evolving and now the market can look forward to the introduction of 5G.

It is for this reason that CRAN, in conjunction with LS Telecom, hosted the 5G workshop to give insight into this technology and its spectrum requirements.

At the workshop, participants received an overview on the current trials being conducted around the world for 5G as well as the regulatory frameworks required to implement 5G technologies in the country.

## Facts on 5G

- Achieves higher data rates,
- Lower latency and ubiquitous connectivity,
- Is reliable,
- Its high speed mobile broadband can cost-effectively support growing traffic (such as videos) and better support low-power Internet of Things (IoT).

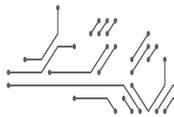


**Ronel Le Grange addressing delegates at the 5G Workshop**

As the demand for 5G continues and connectivity grows, 5G will provide an opportunity to create an agile, purpose-built network tailored to the different needs of the country.

While previous generations of wireless networks were characterised by fixed radio parameters and spectrum blocks, 5G will allow the utilisation of any spectrum and any access technology to efficiently deliver telecommunications services and will feature native support for new network deployments, including ultra-dense radio networking with self-backhauling, device-to-device communications, dynamic spectrum re-farming and radio access infrastructure sharing.

The success of 5G in Namibia is depended on the collaboration and innovation of all telecommunications industry players. Investment in 5G will also, in the long haul, enable mobile application and telecommunications service providers efficient connection.



# REGULATORY ICT TRACKER & GLOBAL REPORT

The International Telecommunication Union (ITU) released the 2015 version of the ICT Regulatory Tracker and a new flagship report, known as the ICT Regulatory Outlook 2017.

The ICT Regulatory Tracker provides rankings for ICT regulators in the world. The report provides extensive analysis of the Information and Communication Technologies (ICT) sector and their impact across economies. Namibia ranked 4th in SADC and 10<sup>th</sup> in Africa, behind Botswana, Tanzania and Malawi.

This Global ICT Regulatory Outlook 2017 is the first of an annual series of reports tracking market and regulatory trends. Understanding current trends and challenges across ICT markets and regulatory frameworks can help address the gaps and capitalise on unexplored opportunities.

The report is a key resource which provides information on smart, inclusive, forward-looking ICT regulation and clear evidence-based perspectives. Its findings can provide useful guidance in reviewing and upgrading regulatory frameworks for the ICT sector as the basis for the digital economy today and for the future.

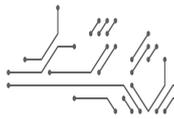
The report reaches out to the regulatory community worldwide, policy-makers, academics and the ICT community in general.

For more details on the ICT Tracker, visit the following link: [www.itu.int/go/tracker](http://www.itu.int/go/tracker)

The ICT Regulatory Outlook 2017 can be accessed on the following link: [https://www.itu.int/pub/DPREF-BB.REG\\_OUT01-2017](https://www.itu.int/pub/DPREF-BB.REG_OUT01-2017)



**Helene Vosloo, Head: Economics and Sector Research**



# RECORDING OF PRIVATE CONVERSATIONS AND CIRCULATION OF INDECENT MATERIAL

The Communications Act (No. 8 of 2009) prohibits the recording and circulation of private conversation. Such activities are deemed as a criminal offence and circulation of such material is in breach of the provisions of section 117(1) (c) of the Act, which states as follows:

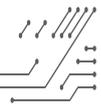
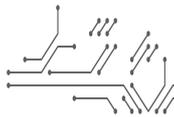
- Any person who by means of a telecommunications devices knowingly.
- Makes, creates, or solicits; or initiates the transmission of, any comment, request, suggestion, proposal, image, or other communication which is obscene, lewd, lascivious, filthy or indecent, with intent to annoy, abuse, threaten, or harass another person.
- For any act to constitute as a criminal offence in this regard, the following three (3) elements must be present:
- There must be a recording;

- The content of the recording must be obscene, lewd, lascivious, filthy or indecent;
- The recording must have been done with the intention to annoy, abuse, threaten, or harass another person.

The victims in these matters are therefore advised to approach the Namibian Police and open a formal police case.

In investigating the matter, the Namibian Police will seek for evidence and upon finalisation of the investigation, forward the matter to the Office of the Prosecutor General for consideration and prosecution.





## CRAN ENGAGES STAKEHOLDERS ON REGULATORY FRAMEWORK



*Invited guests at the stakeholder engagement*

CRAN hosted a first of its kind stakeholder engagement initiative on its regulatory framework in Windhoek.

This initiative was necessitated by the need to engage stakeholders on the processes of formulating regulatory interventions, implementation, monitoring and compliance, as such processes have an impact on the business operations of licensed entities and other key stakeholders.

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CRAN is cognisant of the fact that the presence of a stable and credible regulatory environment is pivotal not only from an investment perspective but, also for the efficient and effective operation of licensed entities and for the ultimate benefit of the consumer.

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*Festus Mbandeka addresses guests at the stakeholder engagement*

The engagement provided stakeholders an overview of the proposed regulatory interventions that CRAN intends to roll out over the next six to twenty-four months. It provided the Authority with an understanding of stakeholder concerns, values and interests in order to strategically develop lasting and meaningful relations. The event highlighted key milestones achieved by CRAN since inception and a glimpse of how the regulator intends to improve and address challenges faced by the industry it regulates. CRAN looks forward to hosting similar future engagements to forge closer relationships with its stakeholders for the benefit of the sector and the country at large.



## PRICE CAP & ADJUDICATION OF DISPUTES



*Emilia Nghikembua, Jochen Traut, Festus K. Mbandeka at the Price Cap Adjudication*

CRAN hosted a consultative public hearing meeting on the proposed regulations prescribing tariff limits for Telecommunications Services and proposed Regulations for Adjudication of Disputes.

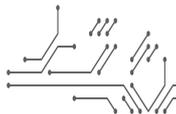
The proposed Regulations prescribing tariff limits for Telecommunications Services, will apply to licensees that are deemed to be dominant operators in the market for national data transmission and for those operators who provide telecommunications services for the pre-arranged connectivity in the form of leased lines. The Regulations also apply to managed and unmanaged transmission services (independent of the protocol used such as PDH, ATM or Gigabit Ethernet).

The purpose of these Regulations is to prescribe price caps, which licensees may charge for leased line and other pre-arranged connectivity. CRAN increased the price caps with inflation from the original cost study, which was completed in 2015 to ensure that Telecom Namibia is not negatively affected as a provider of leased lines. After consultations with Telecom Namibia, the Authority decided to update the cost study. The proposed regulations were therefore withdrawn until further notice.

The proposed regulations regarding procedures for Adjudication of Disputes, aims to define the nature and ambit of a dispute that CRAN is required to adjudicate in terms of the Communications Act No. 8 of 2009 and to set out applicable procedures for adjudicating disputes.

The regulations make provision for alternative disputes resolution in the form of mediation and procedures for such mediation.

The regulations will also deal with the procedures for the resolution of complaints and requests for adjudication received by CRAN. They will apply to complainants, and service providers.



## THE NATIONAL NUMBERING PLAN PAVING THE WAY FOR NUMBER PORTABILITY

CRAN continually creates a level playing field by engaging stakeholders to deliberate on regulations. The Authority therefore hosted two public consultative meetings namely, the National Numbering Plan for the implementation of number portability and the Code of Conduct for Broadcasting Service Licensees.

The amendments to the Numbering Regulations will make provision for the implementation of fixed and mobile number portability and ensure that all services and technology neutral licensees provide number portability.

Furthermore the regulations will set out additional requirements in the numbering plan for number portability and will apply to service and technology neutral telecommunications licensees' issued with one or more number licenses for the provision of electronic services.

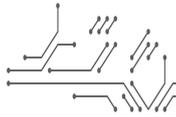


**Jochen Traut addressing attendees at the National Numbering Plan consultative meeting**

CRAN's role and legal obligation is to ensure that all holders of number licenses adhere to this numbering plan and implement number portability in accordance thereto and within the prescribed 12 months as prescribed.



**Emilia Nghikembua, Festus K. Mbandeka, Jochen Traut and Ronel Le Grange at the Numbering Plan consultative meeting**



# THE BROADCASTING CODE



After the third public hearing on the Broadcasting Code held last year, CRAN received numerous comments from a number of stakeholders. The comments necessitated the Authority to conduct further research on the Code.

The Authority reworked the Draft Code and made significant changes, with specific reference to local content requirements. Attached to the Code is a write up of how the stakeholders comments were considered in the new draft.

Due to the significant changes in the proposed Broadcasting Code, the Authority deemed it important to host another public hearing meeting to present the new version of the code to the respective stakeholders.

**The hearing will take place on 30 July 2018. The venue will be at National Council Building.**



*Emilia Nghikembua, Head: Legal Advisor updating on Broadcasting Code*



# TYPE APPROVAL CERTIFICATION



*Invited guests at the Type Approval Meeting Walvis Bay*

Any importer and/or vendor planning to import or sell any telecommunications equipment for business purposes, is advised to visit our website and look at the type approved database to see whether the items you want to import need a type approval certificate. All importers, vendors, patent owners and equipment manufacturers of telecommunications equipment are required by law to obtain Type Approval certification before importing goods.

Manufacturers, who are in possession of Type Approval certification from the Independent Communications Authority of South Africa, may attach such certification to the CRAN type approval application form. **It may take approximately 40 days** to process type approval applications, which are handled on a first-come-first-serve basis, granted that **all required documents** are submitted and complete. The certificate is valid for three years, and comes at a fee-per-equipment category and is outlined in the application form. Type approval forms are available on the CRAN website under the enforcement and compliance tab.

Telecommunications equipment that is temporarily imported into Namibia for re-export do not require type approval certification. Due to variance in reasons for temporary importation, the Authority must receive such requests at least two weeks in advance for consideration.

The regulations aim to:-

1. To ensure compliance of all imported telecommunications equipment with international standards applicable in Namibia,
2. Prevent importation of sub-standard telecommunications

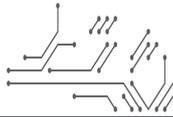
equipment that may present health and safety hazards to consumers,

3. Protect consumers from products that are incompatible with, and that may interfere with local networks,
4. To ensure that the operating frequency of telecommunications equipment and radio apparatus are in conformance with the national frequency band plan in Namibia.

The 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. It is also applicable to all telecommunications equipment used, sold, offered for sale or connected to an electronic communications network within the Republic of Namibia; as well as 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"**

- 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.



## CRAN RECEIVES GOLDEN KEY AWARD

The 9<sup>th</sup> Media Institute of Southern Africa (MISA) Transparency Assessment measured “the ease or difficulty with which the public can access relevant information held by government and whether the public institutions make information proactively available through online presence and provide helpful information when requested”.

The research study was conducted from July – September 2017 and it aimed to assess the selected public institution’s accessibility and responsiveness to the public’s demand for information. The following eight public institutions were assessed:

- Ministry of Poverty Eradication and Social Welfare (MPESW)
- Ministry of Environment and Tourism (MET)
- Ministry of Industrialisation, Trade and SME Development (MTI)
- Namibia Financial Institutions Supervisory Authority (NAMFISA)
- Communications Regulatory Authority of Namibia (CRAN)
- Namibia Statistics Agency (NSA)
- Electoral Commission of Namibia (ECN)
- Ministry of Justice (MoJ)

CRAN received the Golden Key Award for being the most open public institution with universal access to information. CRAN scored 35/40 points, which equates to 85% of the total possible score. This is the highest percentage an institution has received in the past five years.

CRAN also received the high percentage due to the fact that CRAN’s website was up-to-date and well organised, and that the Authority has active Facebook and Twitter accounts. The assessment further found that the request for information was responded to on the day it was requested.

Institutions that have scored the highest since the project’s inception have individuals who have qualifications and work experience in the areas of communication, public relations, media and/or journalism. These qualifications and experience are also found amongst CRAN’s communications practitioners.

## IPM AWARD GOES TO CRAN

CRAN received an award at the 7<sup>th</sup> Institute of People Management (IPM) Gala for the company which employs the most student Interns.

The nomination process took into account the number of student Interns employed, the MoUs signed with UNAM and NUST and CRAN’s policy and procedure with regards to student internship.



*From left Tim Ekanjjo, IPM President; Shaheeda Isaaks, Human Resources Assistant, CRAN; Cherly Ashikuni, Human Resources Manager, CRAN and Lynette Ntuli, Innate Investment Solutions, Chief Executive Officer.*



# NAMIBIA'S POSTAL AND COURIER INDUSTRY GEARING TOWARDS A LICENSING REGIME

Namibia has a well-established postal and courier service infrastructure, which has seen a significant change over the years since the inception of the postal policy document formulation in 1992. The evolution of this sector was characterised by increased customer expectation, competition and technological changes most especially in cross border mail, express mail and logistics.

The sector intends to develop and maintain a sustainable countrywide postal infrastructure that will meet public, business, household and individual postal communication needs through the delivery of a Universal Service, encompassed by traditional postal services, sending and receiving of written and electronic messages, goods, financial services and other related postal products. The Government of the Republic of Namibia has made concerted efforts in establishing a National Postal Policy aimed at setting out a regulatory framework for the country.

It is envisaged that CRAN will regulate postal services including courier services. As a member of the Southern African Development Community (SADC), Pan-African Postal Union (PAPU) and the Universal Postal Union (UPU), Namibia is confined to International Standards aimed at the development and expansion of postal and courier markets worldwide through guided principles of liberalisation, competition and regulation.

CRAN in 2015 conducted a market study with the purpose to analyse the current postal and courier market structure in Namibia, in order to determine how the current framework can be reformed to encourage further developments in the sector. It is therefore worth noting that the process of gearing towards a regulated postal market has officially commenced.

Namibia's current approach to a Universal Access Services in the industry only involves the role of a Designated Postal Operator (DPO assigned with a Universal Service Obligation (USO), which qualifies the market to be monopolistic. Hence, the strong need to fully open up the market and create a level playing field for both courier companies and other commercial postal operators in Namibia.

CRAN commenced with the drafting of various regulations in this regard including, Licensing Categories, Licensing Procedure, and submissions of Interconnection Agreements



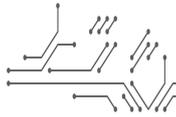
**Emilia Eino, Postal Manager**

between operators, regulations regarding Dispute Resolutions, Administrative Fees and regulations on Consumer Complaints.

### Some aspects expected to be covered in the regulations:

- Foreign market presence and ownership of interest,
- Interconnection between operators, selection criteria for postal service licenses, courier services, Universal Service Obligation provisions
- Postal Items restrictions to operators, ownership restrictions.

The regulations on postal services are currently in draft format and under review before finalisation.



# CRAN SIGNS MOU WITH NUST & UNAM

CRAN believes in empowering students through its internship programs and for this reason, signed two Memoranda of Understanding (MOU) with the Namibia University of Science and Technology (NUST) and the University of Namibia (UNAM) respectively.



*Dr. Andrew Niikondo, NUST Deputy Vice-Chancellor for Academics and Festus K. Mbandeka, CRAN Chief Executive Officer at the signing of the MOU*

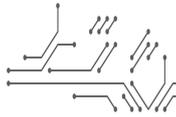
*Professor Gideon Frednard, UNAM Pro-Vice Chancellor: Academic Affairs and Festus K. Mbandeka, CRAN Chief Executive Officer at the signing of the MOU*



*Hilya Mhani, PR Assistant at the UNAM Career Fair*



*Olivia Mkwaira, HR Officer at the UNAM Career Fair*

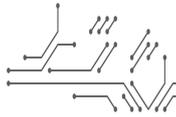


# CRAN WILL BE VISITING YOUR TOWN SOON

CRAN uses the platform at trade shows to engage, empower and inform stakeholders about its mandate, activities and responsibilities

EVENT	DATE	PLACE
Ongwediva Trade Fair	24 August – 01 Sept 2018	Ongwediva
Windhoek Agricultural & Industrial Show	28 Sept – 06 Oct 2018	Windhoek
Swakopmund International Trade Expo	10 – 13 October 2018	Swakopmund
Erongo Business and Tourism Expo	31 Oct – 03 Nov 2018	Walvis Bay
5th National ICT Summit	15 Oct -17 Oct 2018	Windhoek





## THE FOLLOWING ARE SCENES FROM LAST YEAR'S TRADE SHOWS



# WHO WE ARE

CRAN is mandated by the Communications Act, (Act No.8 of 2009) to grant, renew, amend, transfer, suspend and revoke licences in the areas of broadcasting and telecommunications services in Namibia. CRAN's licensing regime is technology neutral, thus allowing the end user to have more choices.

## • Broadcasting Service Licence Categories

**Commercial Broadcasting Service** A broadcasting service operating for profit.

**Community Broadcasting Service** A broadcasting service that serves a particular community (either geographic or a group of persons having a common interest) and is wholly-owned by a non-profit association registered in terms of section 21 of the Companies Act, 2004 (Act No.28 of 2004), if it is not registered, then it should be established in terms of a constitution (or other agreement) containing provisions that comply with the effect of the provisions of section 21 of the Companies Act, 2004 (Act No.28 of 2004).

**Signal Distribution** The conveyance of a broadcasting signal in its final content format on behalf of a broadcasting licensee to its listener base, in the geographical area it is licensed for.

**Multiplex** Means the operation of multiplexer equipment for the purpose of delivering broadcasting services.

**Class Comprehensive Multiplex and Signal Distribution** Means providing an electronic communications network service for signal distribution as well as operation of multiplexer equipment for the purpose of delivering broadcasting services.

## • Telecommunications Service Licence Categories

**Class ECS** This licence allows a licensee to provide telecommunications services to its customers over another licensee's network.

**Class ECNS** This licence allows a licensee to roll out and operate physical electronic infrastructure. This network can be made up of any technology that the licensee may choose and may enter into commercial agreements with other licensees to allow them to use its network. eg. a Class ECS licensee.

**Class Comprehensive Telecommunications Service Licence (ECNS and ECS)** This licence is a combination of ECNS and ECS and therefore allows the licensee to provide services to its customers and, own and operate a network.

**Class Network Facilities** This licence allows the licensee to construct, maintain, own and make available one or more network elements, infrastructure or other facilities that facilitate the provision of telecommunications services, broadcasting services, electronic communications services or application services including content services.



Call us on 061 222666 [www.cran.na](http://www.cran.na)

Find CRAN at **CRAN Moth Centre Office, Unit 3 & 5, Peter Muller Street, Windhoek/ No. 56 Robert Mugabe Avenue, Communications House, Windhoek**



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CRANAMIBIA



Communications Regulatory Authority of Namibia (CRAN)



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