

## **CRAN PROTECTS CONSUMERS FROM BEING CHARGED HIGH COLLECTION FEES FOR OUTSTANDING DEBTS**

**FOR IMMEDIATE RELEASE  
16 FEBRUARY 2018**

The Communications Regulatory Authority of Namibia (CRAN) is mandated to ensure consumers are protected from exploitation and abuse in respect of price, quality, variety of services and user equipment supplied.

It is therefore and in line with CRAN's Consumer Regulations that a consumer complaint was received during 2013 from a consumer complaining that he was charged a collection commission of 18% due to a debt that arose from a subscriber agreement for the provision of telecommunications services with Mobile Telecommunications Limited ("MTC").

MTC's Subscriber Agreement states that if the subscriber breaches the contract, MTC shall be entitled to recover all legal and other cost which shall include 18% collection commission that may be legally recovered from the subscriber by MTC.

The Authority concluded and resolved as follows:

1. MTC may not charge consumers a collection commission of 18% on any debts emanating from service level agreements for the provision of telecommunication services;
2. All debts arising from subscriber agreements between consumers and MTC are to be charged a collection commission of 10% only in line with the Magistrate's Court Rule; and
3. The Magistrate Court Rules are aimed at ensuring that tariffs that have a bearing on collection of debts are reasonable, fair and equitable. The charges by the debt collectors are not exempt from the Magistrate Court Rules.

Aggrieved and affected consumers are encouraged to manage their cases directly with MTC. If such consumers feel their cases have not been addressed within 14 days from the date in which it was formally reported to MTC, then they should follow CRAN's consumer complaint procedures.

Should the public have any enquiries in this regard, please do not hesitate to contact Mrs. Emilia Nghikembua, Head Legal Advice at Tel: 061 222 666 or via electronic mail to [ENghikembua@cran.na](mailto:ENghikembua@cran.na).

- Ends -

**Issued by CRAN:**

Katrina Siken

Head: Communications and External Relations

Tel: +264 61 222 666

[communications@cran.na](mailto:communications@cran.na)